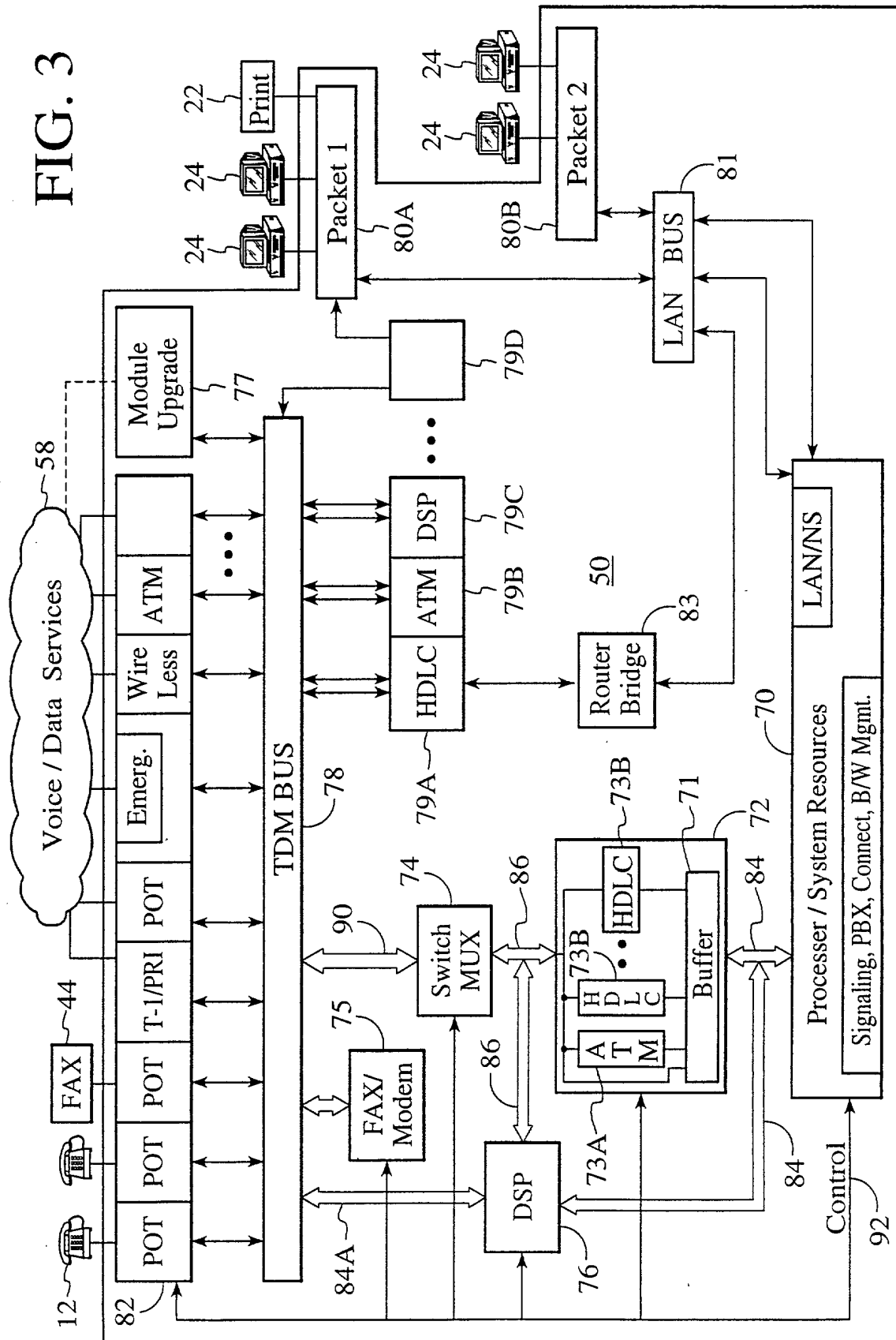


FIG. 2



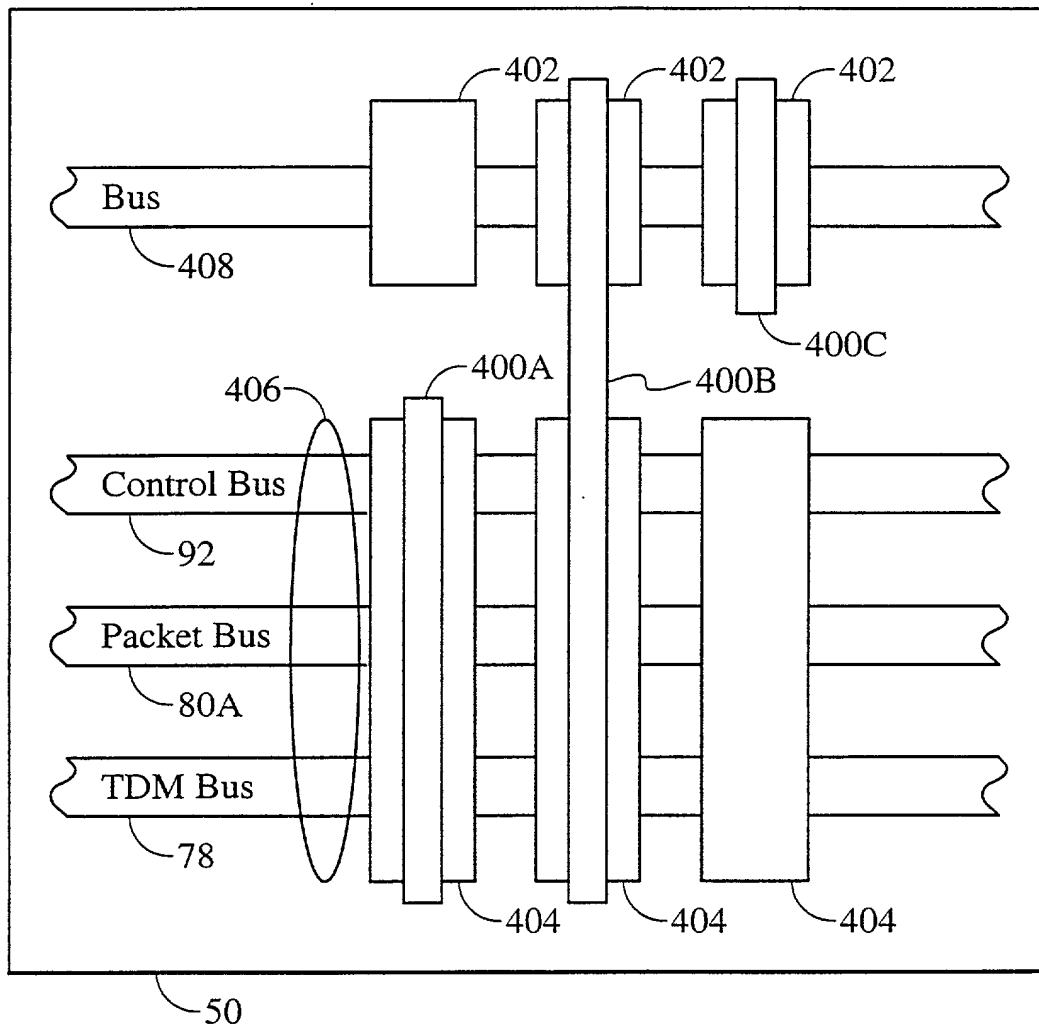


FIG. 3A

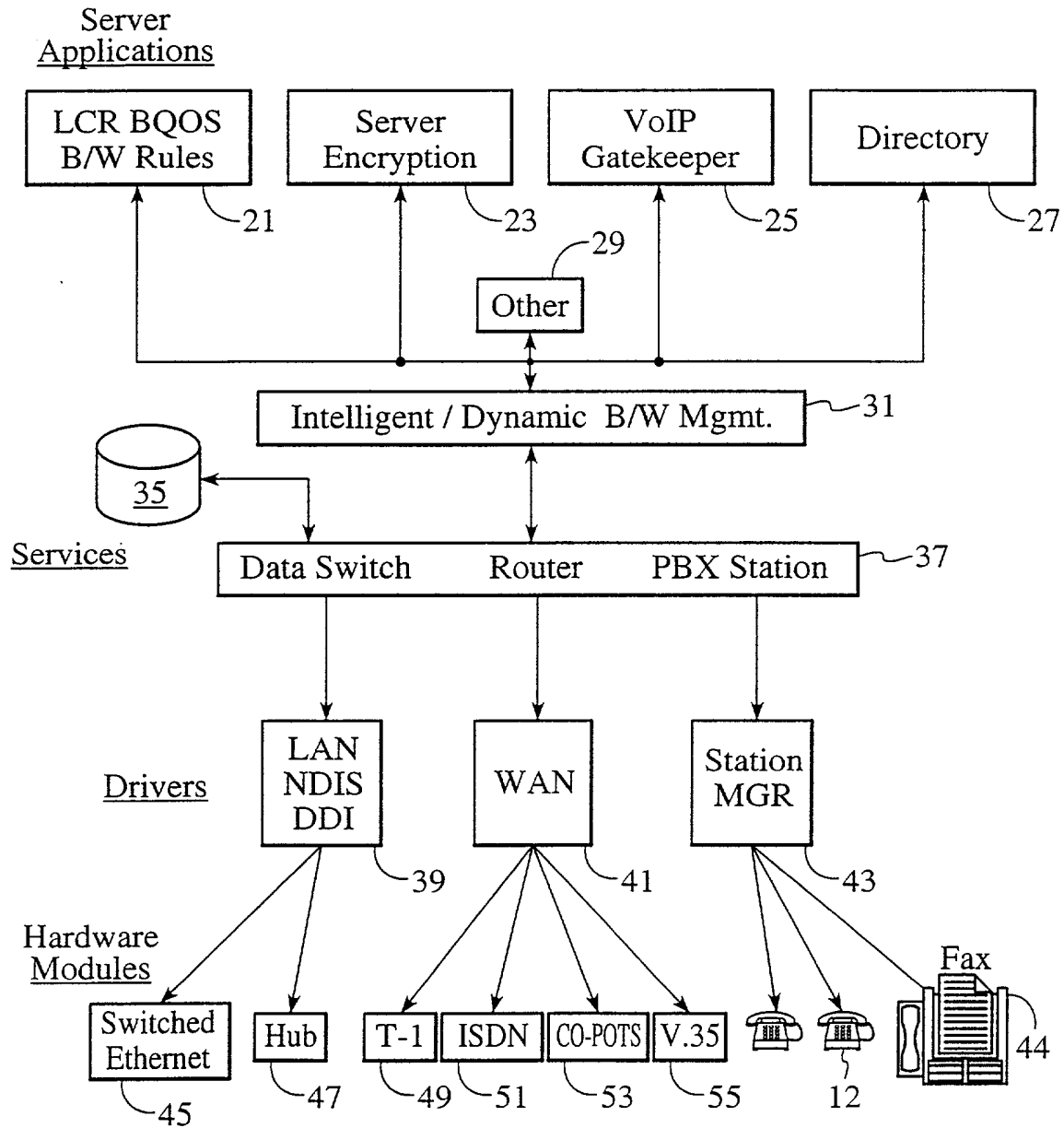


FIG. 4

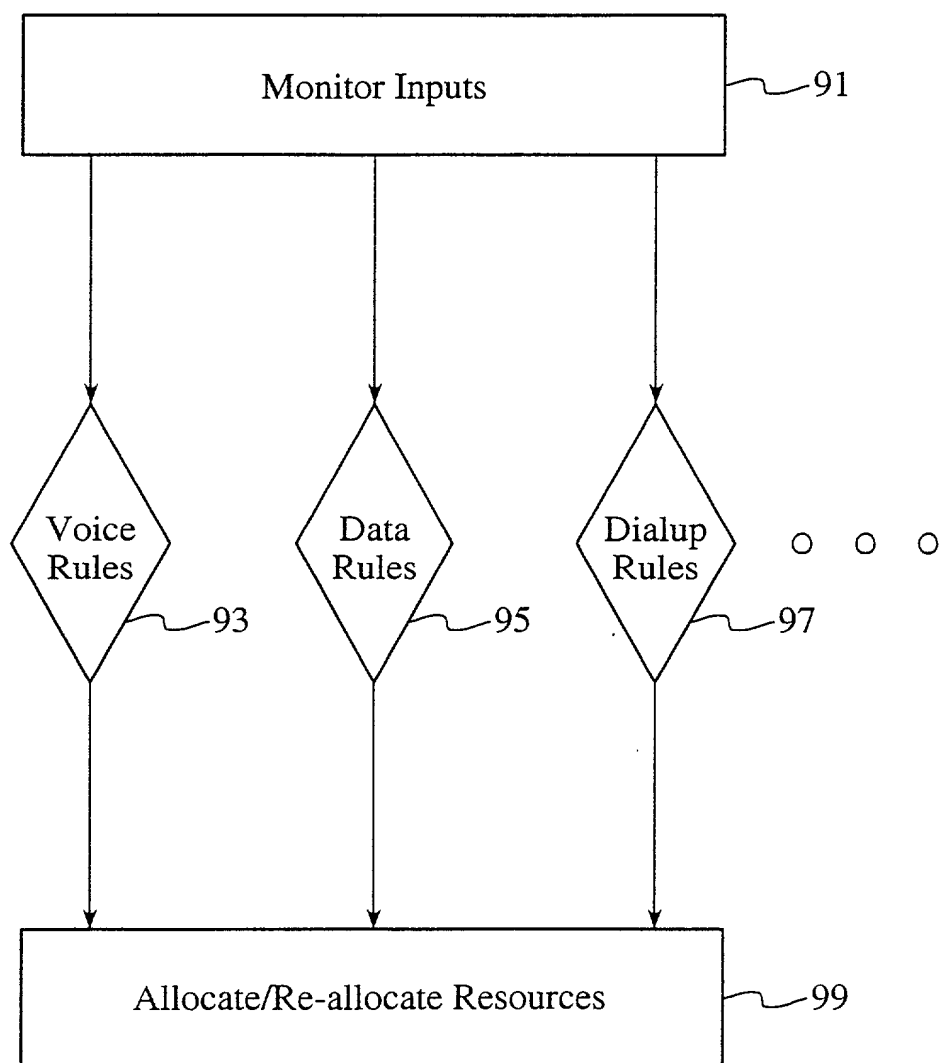


FIG. 5

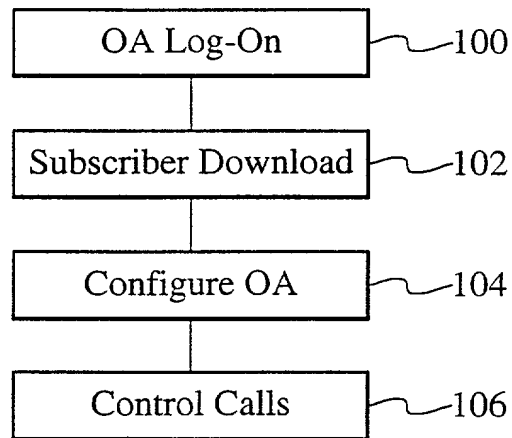


FIG. 6

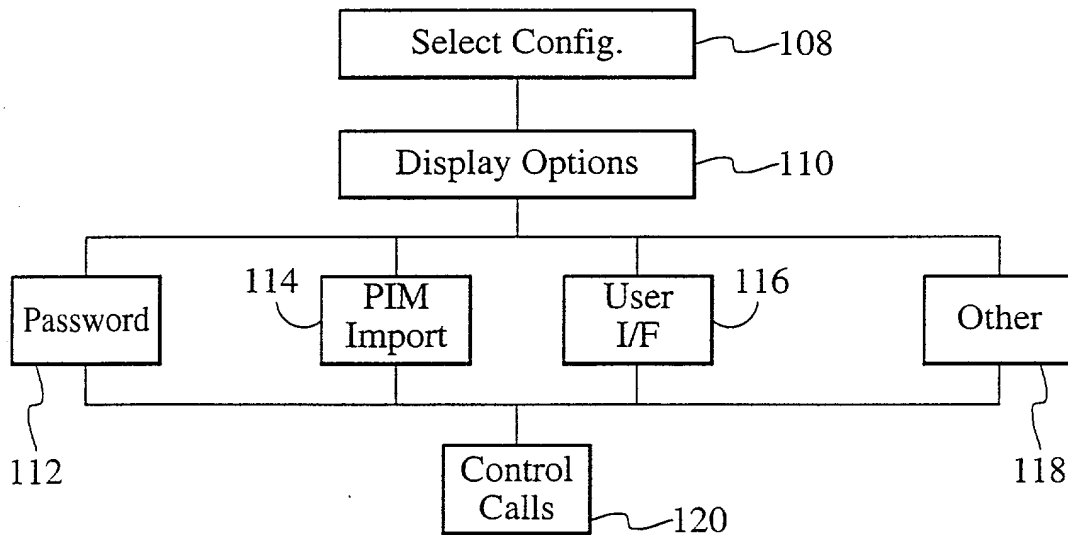


FIG. 7

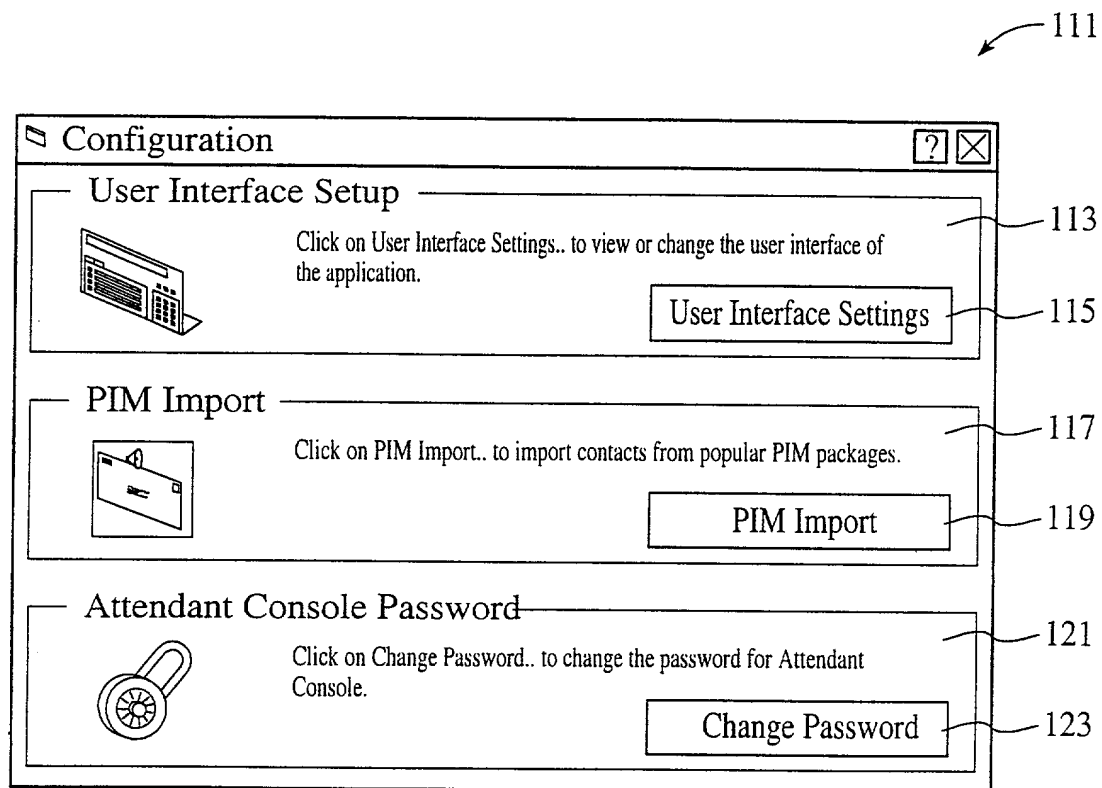


FIG. 7A

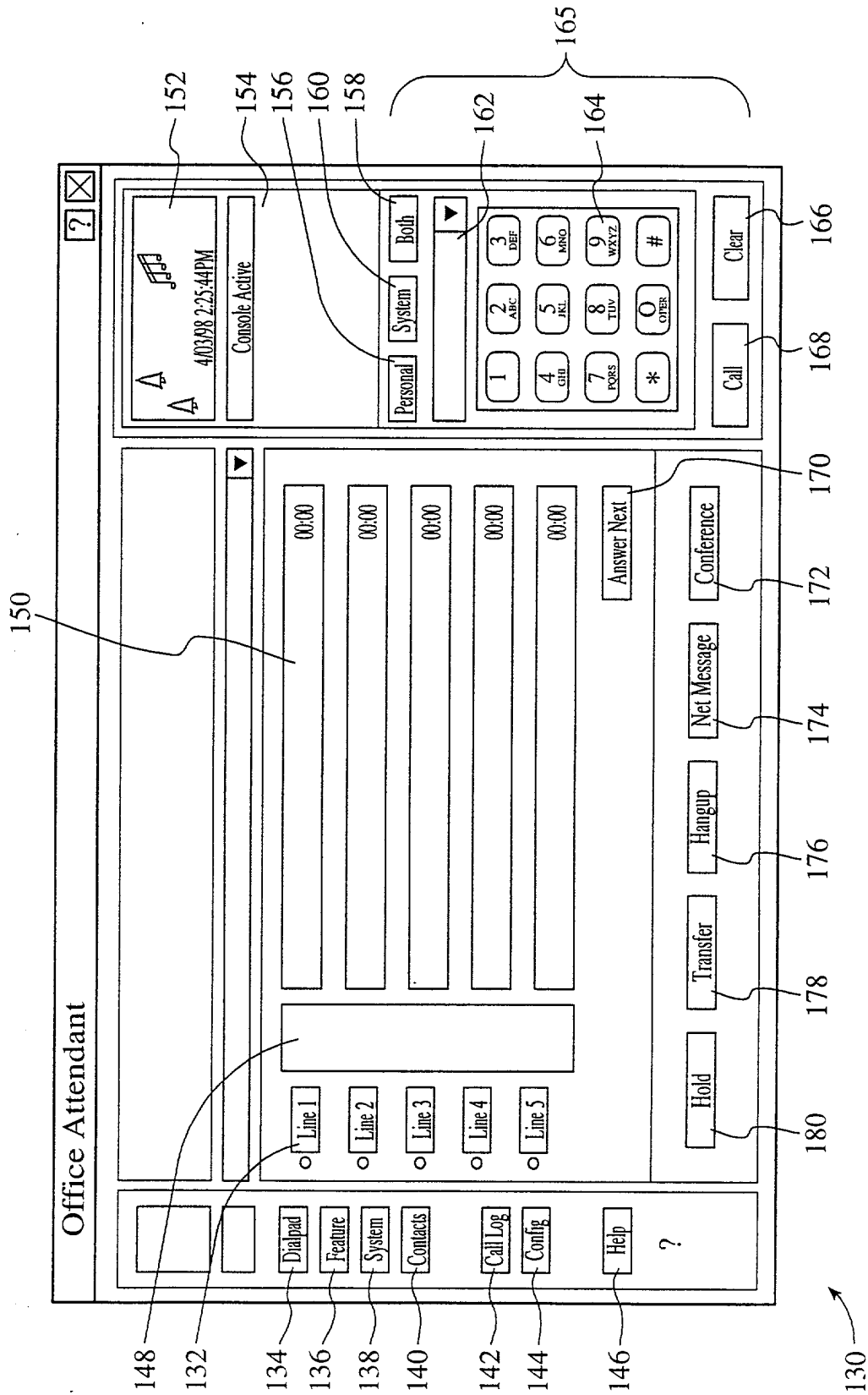


FIG. 8A

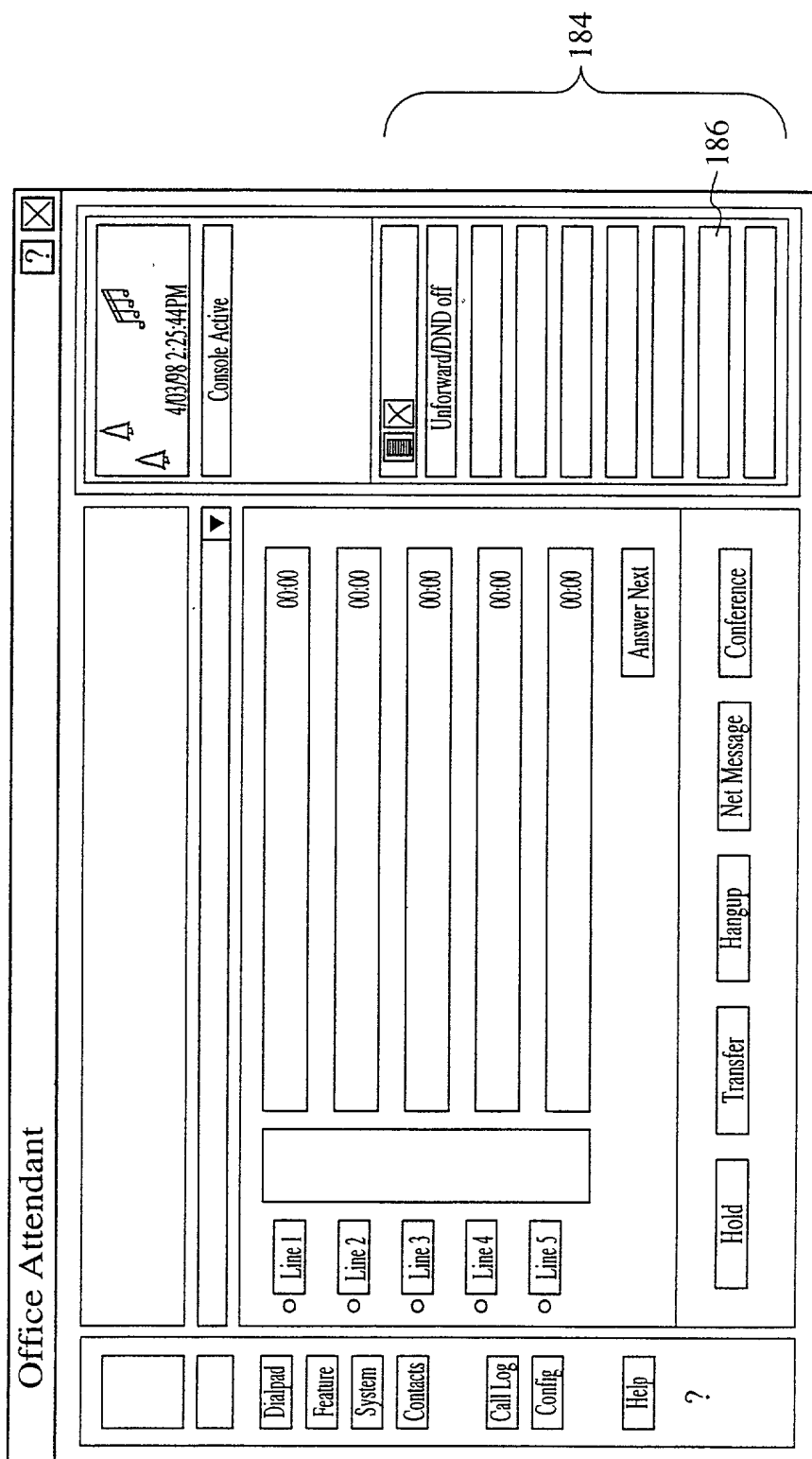


FIG. 8B

Office Attendant

?

×

△

△

4/03/98 2:25:44PM

Console Active

Human Resource - 288

Line 1

00:00

Line 2

00:00

Line 3

00:00

Line 4

00:00

Line 5

00:00

Answer Next

Hold

Transfer

Hangup

Net Message

Conference

Diabpad

Feature

System

Contacts

Call Log

Config

Help

?

190

192

188 →

FIG. 8C

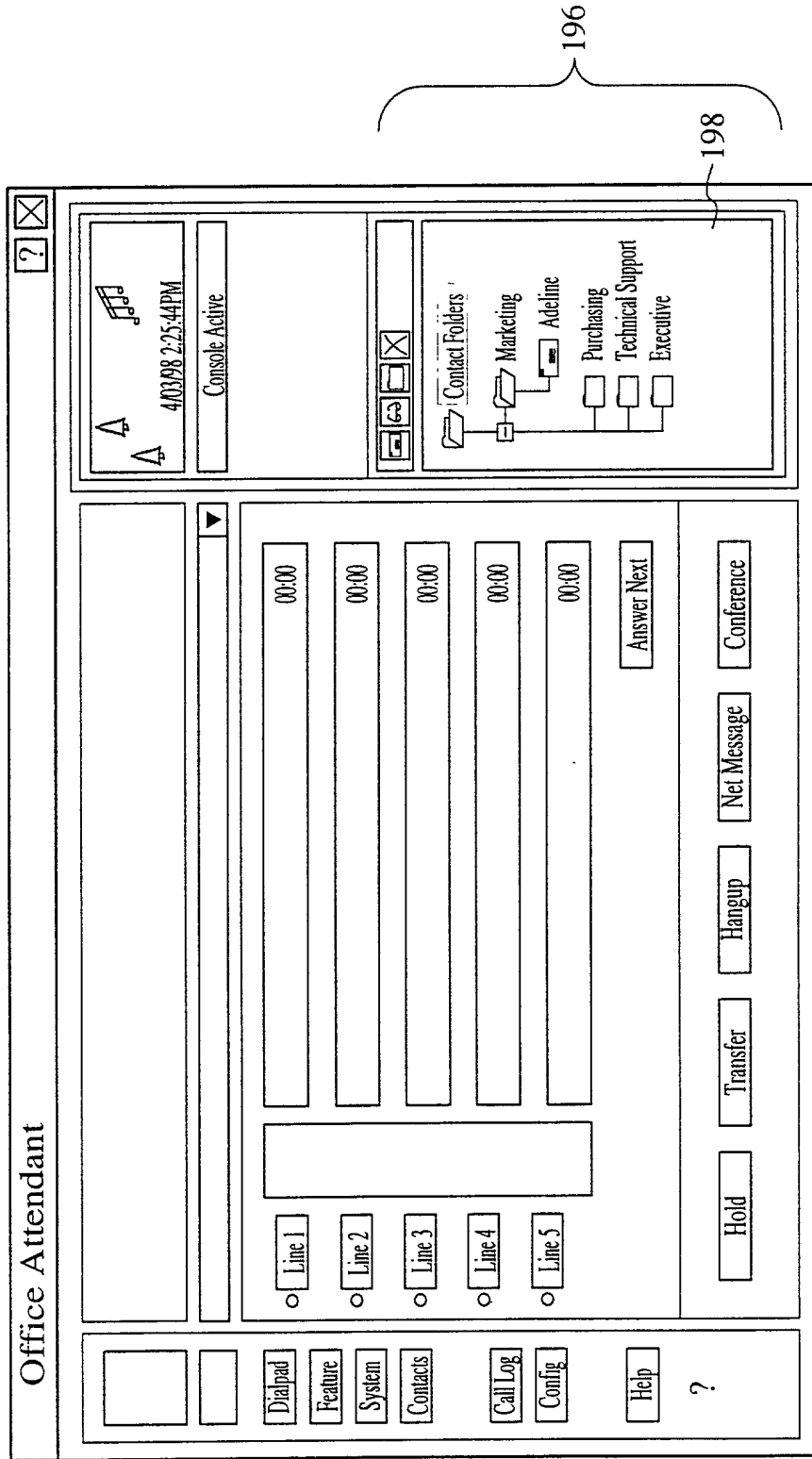


FIG. 8D

194 →

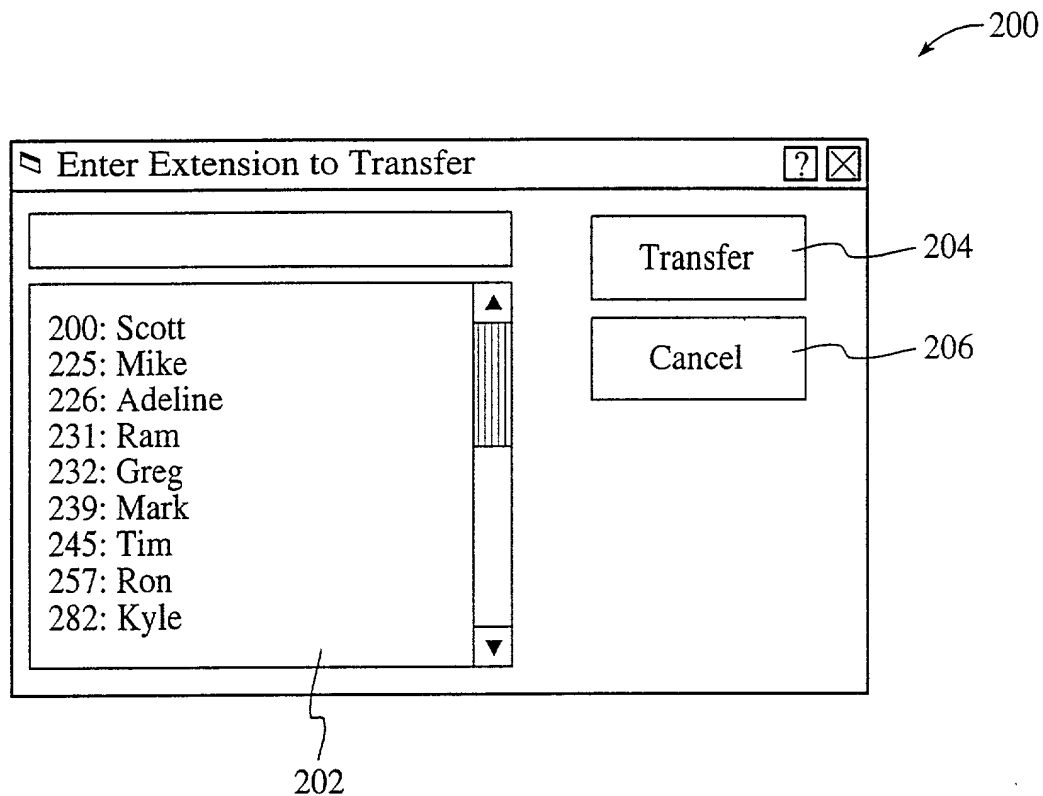


FIG. 9A

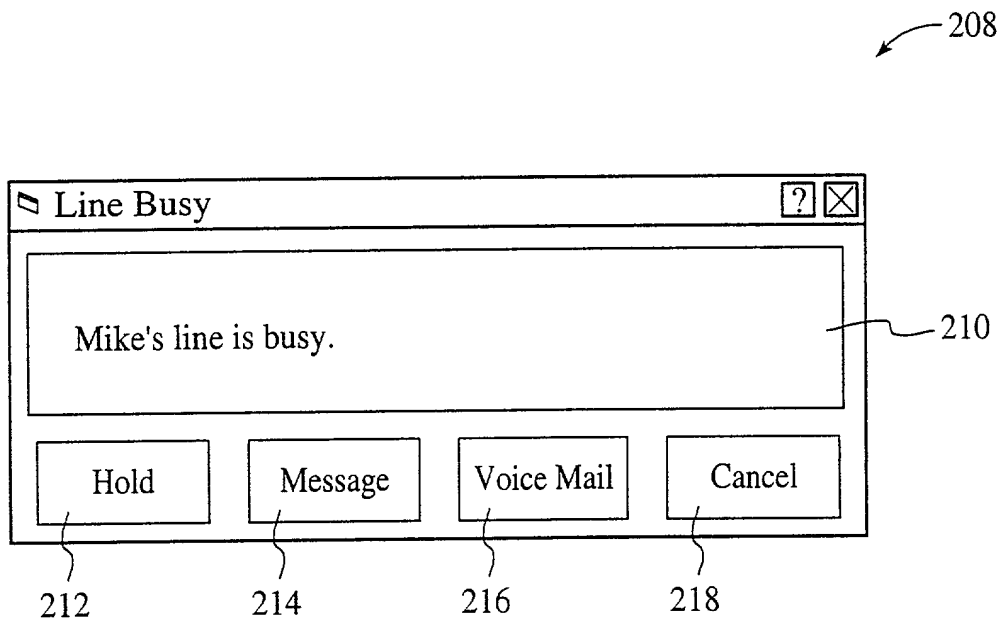


FIG. 9B

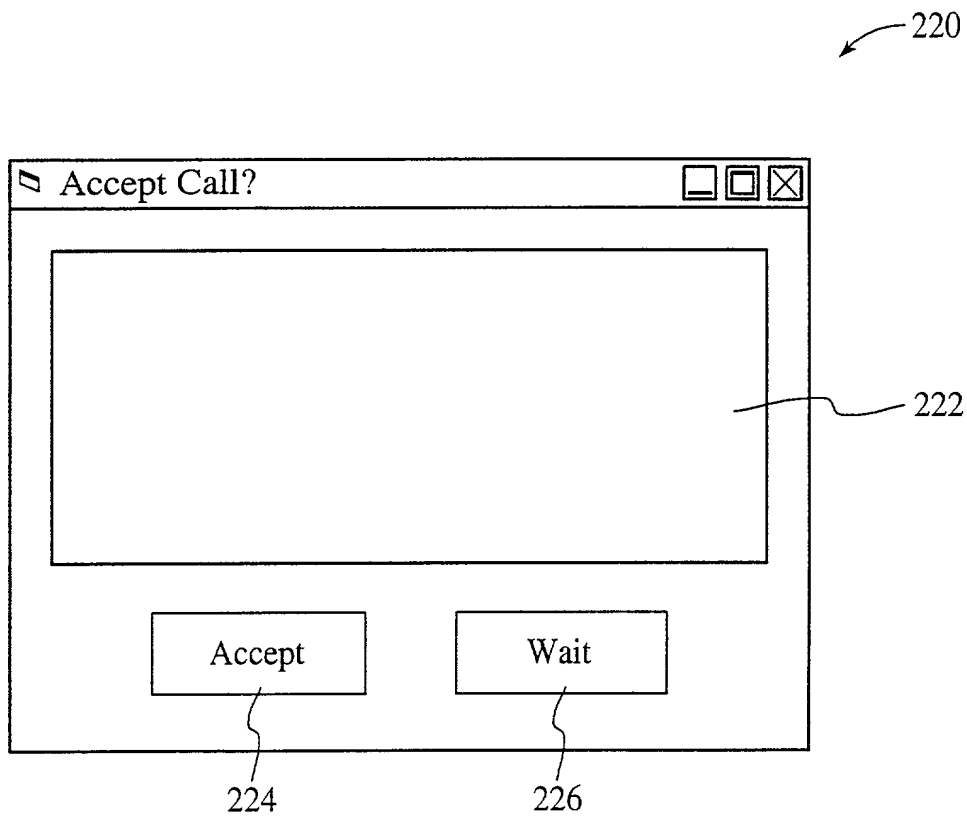


FIG. 9C

230

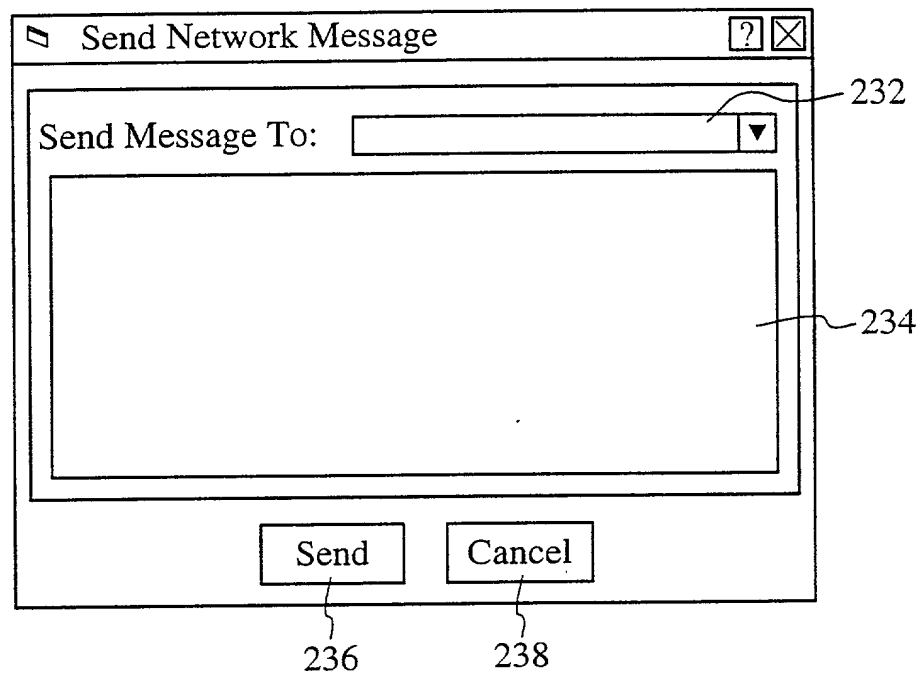


FIG. 10A

240

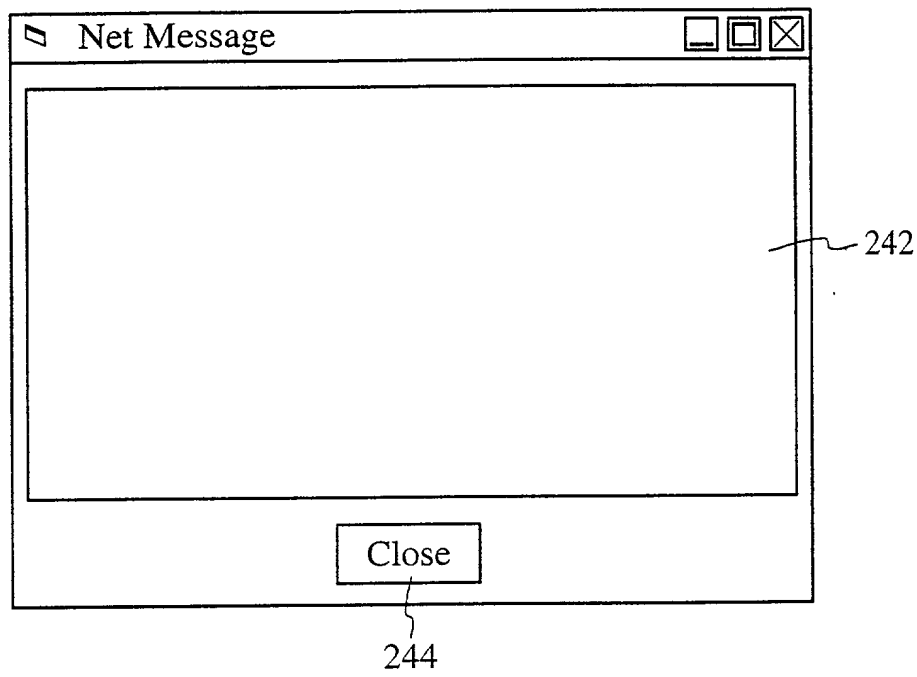


FIG. 10B

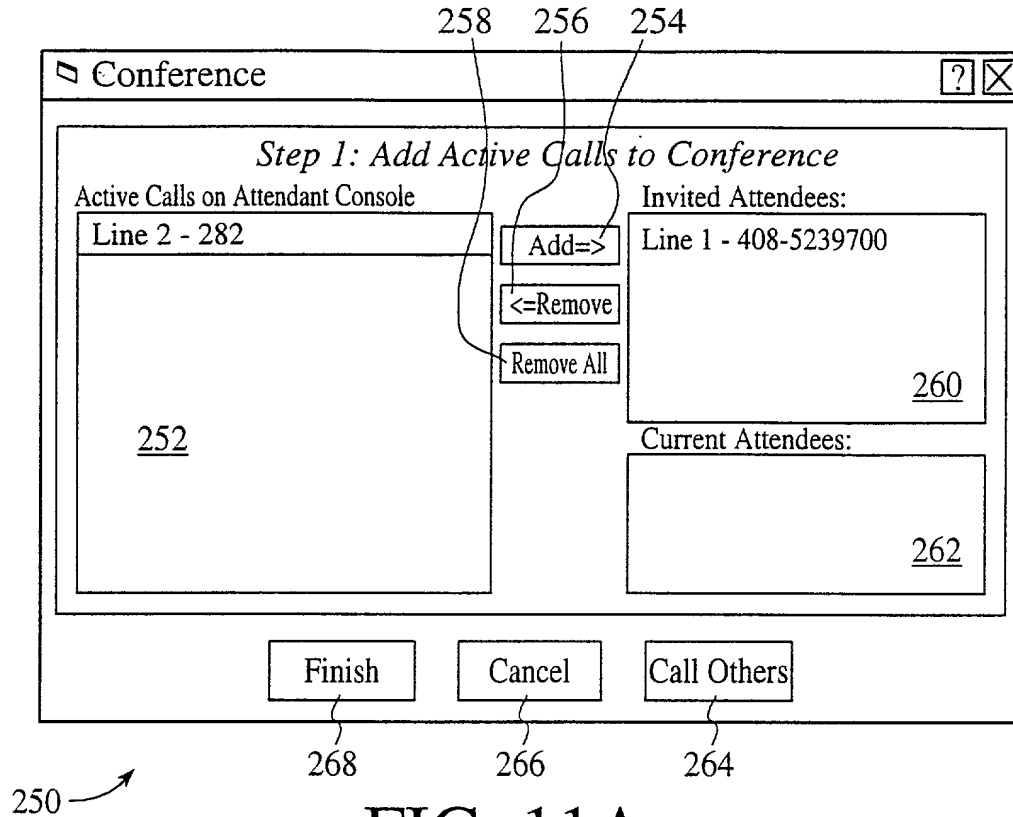


FIG. 11A

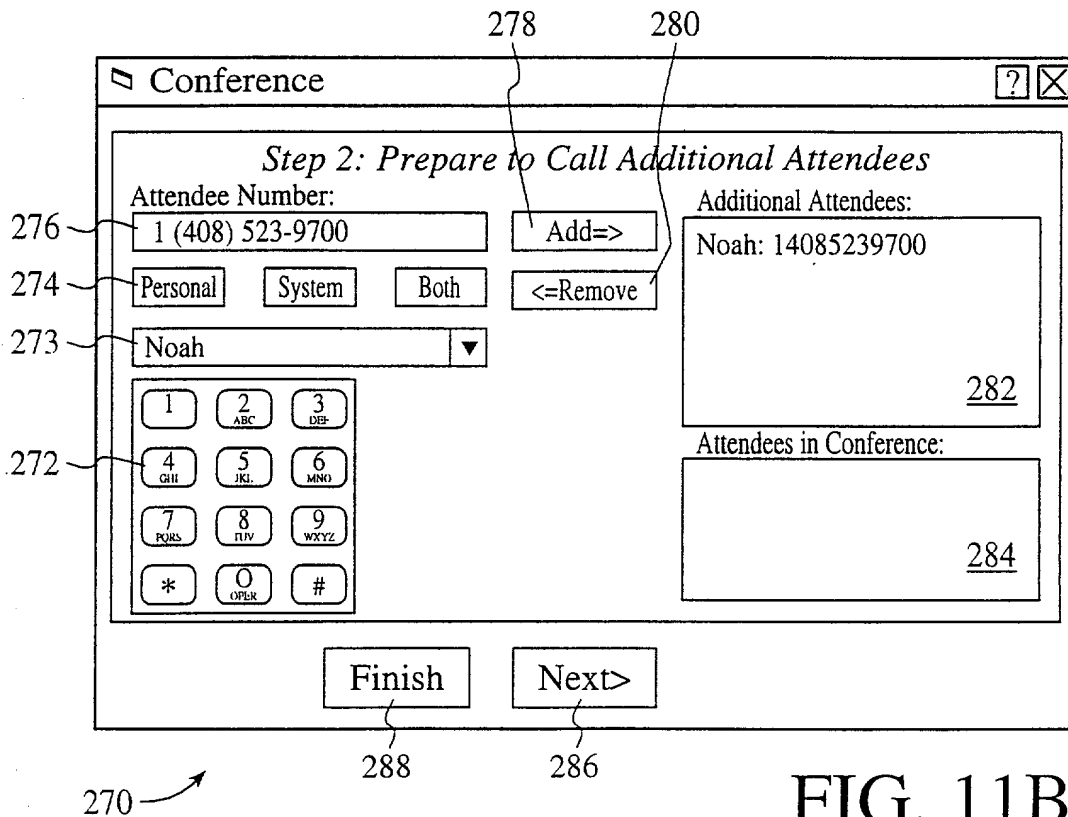


FIG. 11B

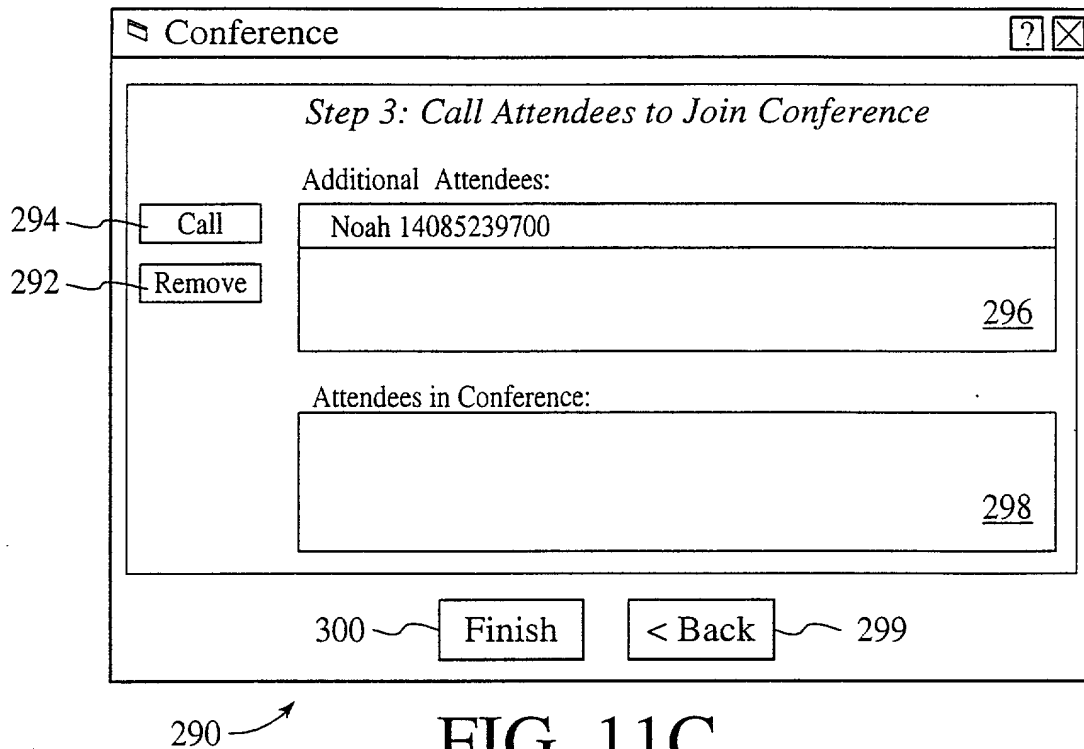


FIG. 11C

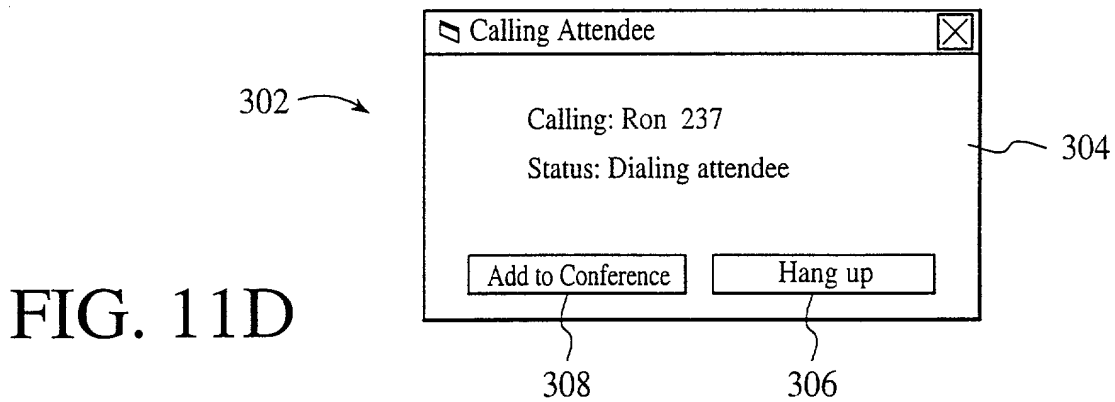


FIG. 11D

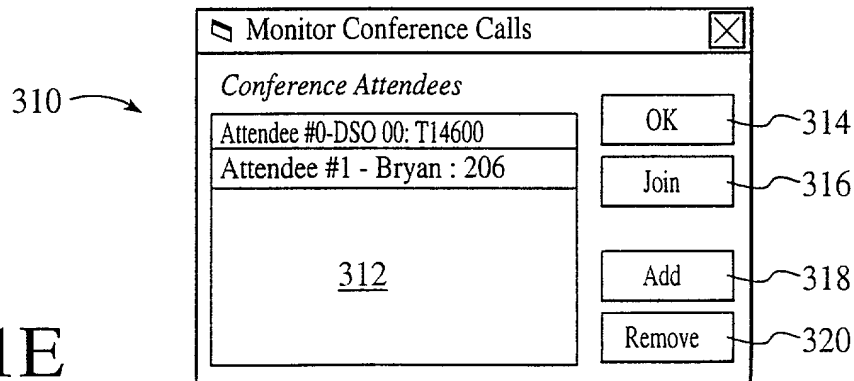


FIG. 11E

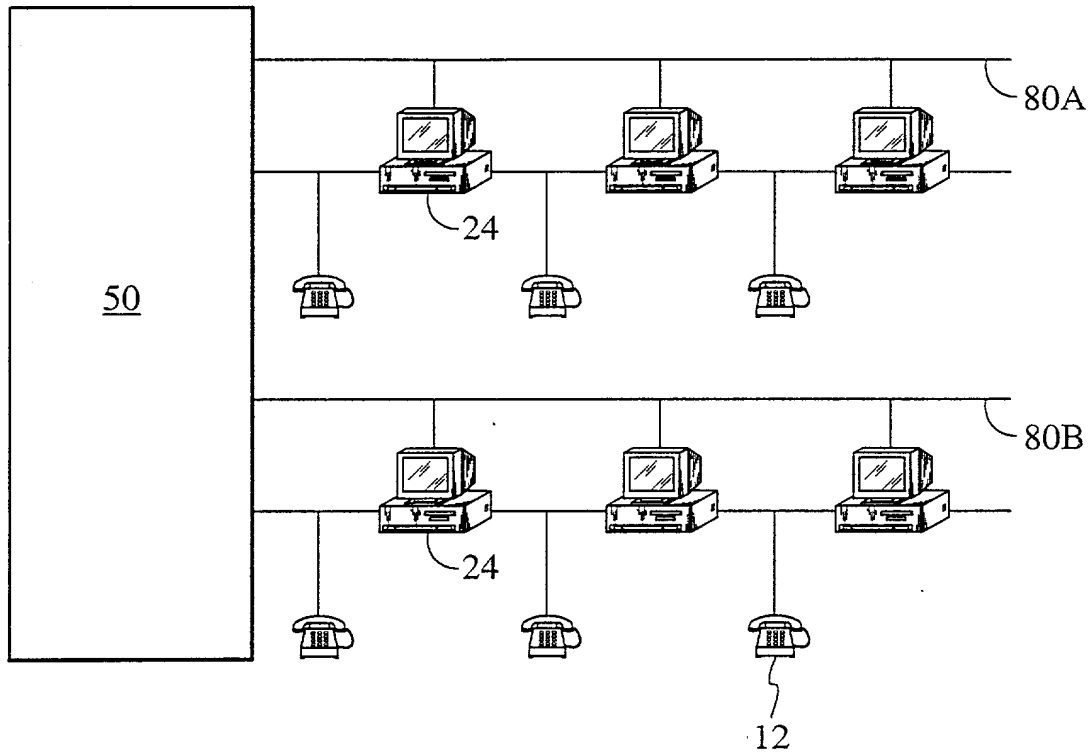


FIG. 12

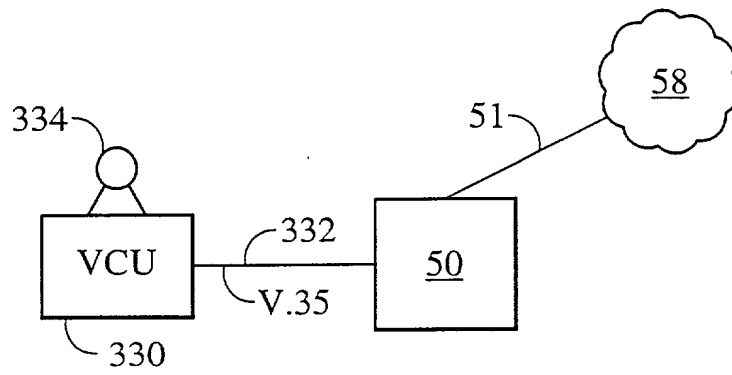


FIG. 13A

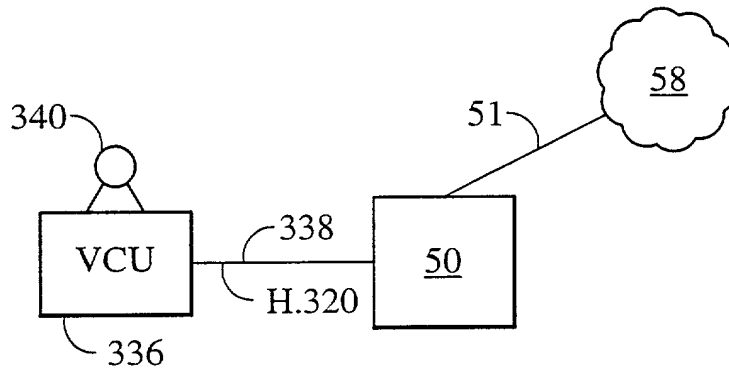


FIG. 13B

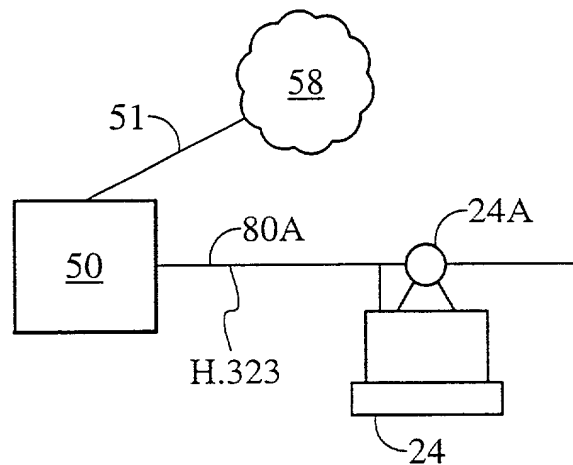


FIG. 13C

Call Log

353 ☐ Total Number Calls: 0

352

| Number | Begin Time | End Time | Duration | Type | Acco |
|--------|--------------------|--------------------|----------|---------|------|
| 227 | 3/23/98 7:26:11 PM | 3/23/98 7:26:15 PM | 00:00:04 | Inbound | |

354

Record Details

356

| | |
|------------|--------------------|
| Number | 227 |
| Begin Time | 3/23/98 7:26:11 PM |
| End Time | 3/23/98 7:26:15 PM |
| Duration | 00:00:04 |
| Type | Inbound |
| Account | |

358

Note

360

350

FIG. 14

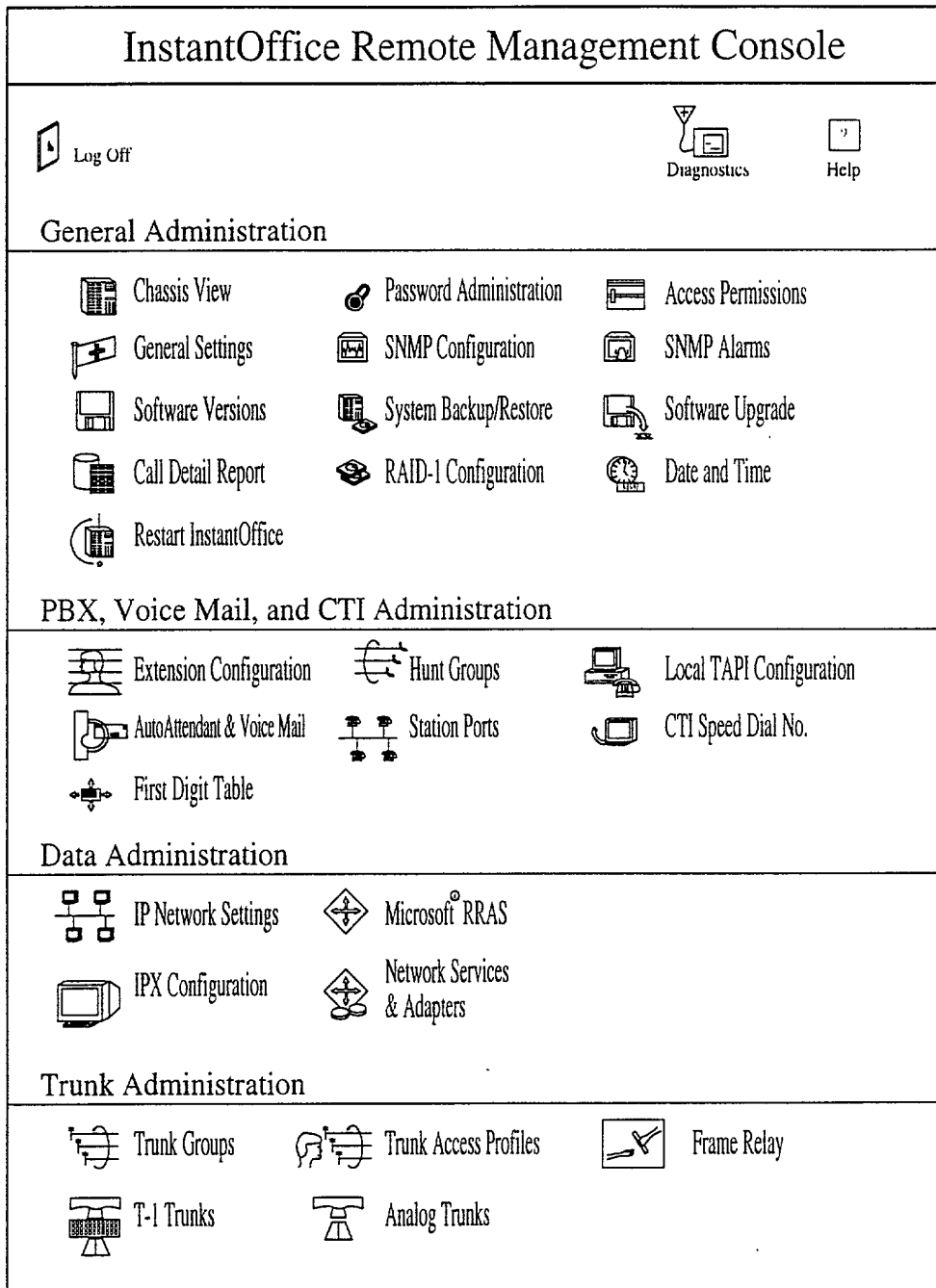


FIG. 15

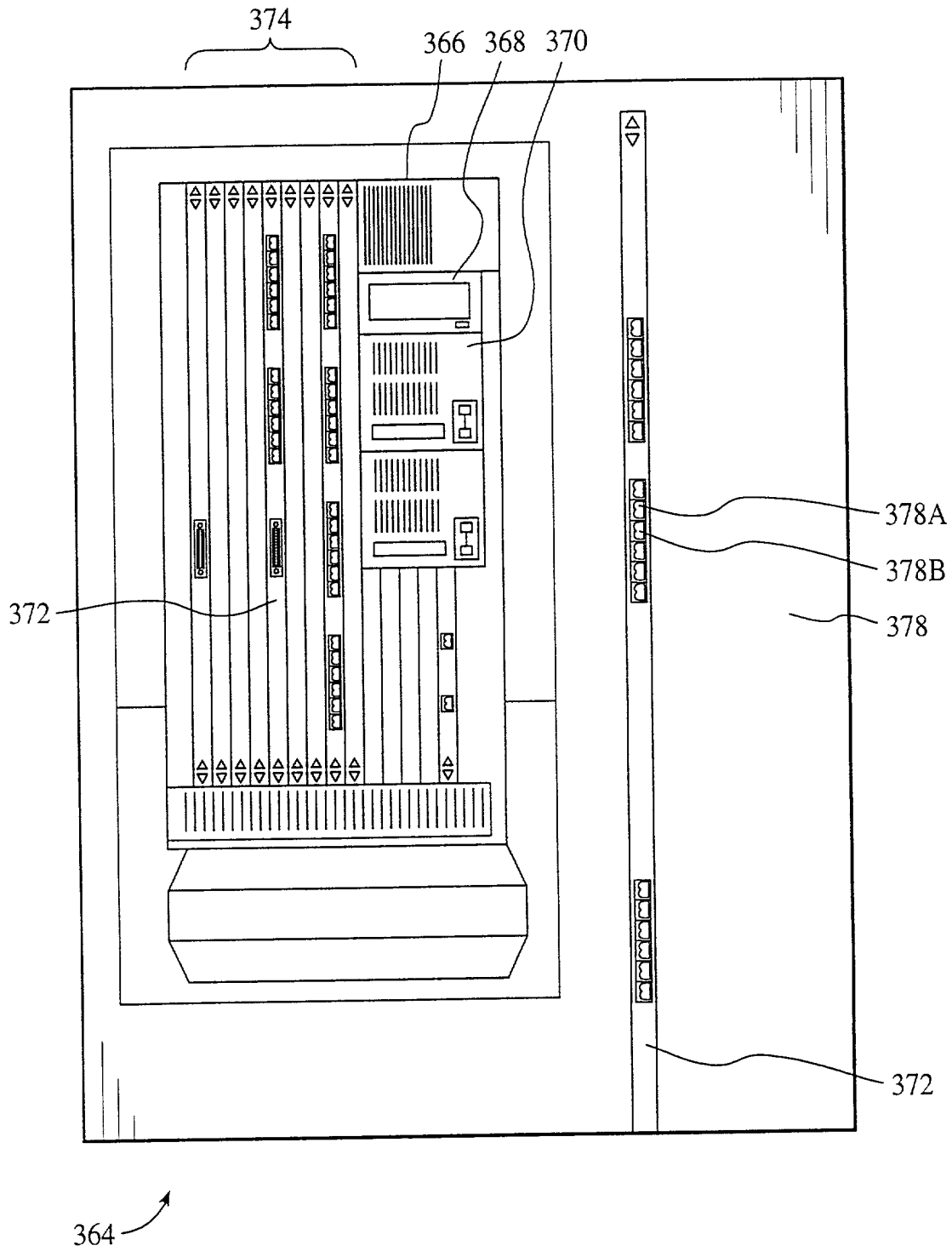


FIG. 16A

T-1 Trunks

Card/Module: (Slot 14) T-1 Module, 2-Port

Port 1

Port 2

Trunk Settings

☐ Trunk in Service

Trunk Type
T-1

ISDN Switch Variant
ANSI

System Clock Reference
Not Used

Framing
ESF

Line Coding
B8ZS

Line Build Out
7.5db

☒ Courtesy Reset ☐ Force Reset

Channel Settings

ISDN

ISDN

Trunk Groups

| | Enabled | Signaling | Trunk Groups |
|------|---------|--------------|---------------|
| -1- | Yes | Wink Start | DID Digital |
| -2- | Yes | Wink Start | Modems |
| -3- | Yes | Ground Start | Voice Analog |
| -4- | Yes | Wink Start | Voice Digital |
| -5- | Yes | Wink Start | DID Analog |
| -6- | No | Wink Start | WAN Data |
| -7- | No | Wink Start | None |
| -8- | No | Wink Start | None |
| -9- | No | Wink Start | None |
| -10- | No | Wink Start | None |
| -11- | No | Wink Start | None |
| -12- | No | Wink Start | None |
| -13- | No | Wink Start | None |
| -14- | No | Wink Start | None |
| -15- | No | Wink Start | None |
| -16- | No | Wink Start | None |
| -17- | No | Wink Start | None |
| -18- | No | Wink Start | None |
| -19- | No | Wink Start | None |
| -20- | No | Wink Start | None |
| -21- | No | Wink Start | None |
| -22- | No | Wink Start | None |
| -23- | No | Wink Start | None |
| -24- | No | Wink Start | None |

FIG. 16B

Station Ports

Card/Module: (Slot 1) Analog Station Card, 24-port ▾

Card in Service

State

1-1 Enabled ▾

Phone Type

1-1 Basic ▾

MWI Type

1-1 Stutter ▾

Operation Mode

1-1 Vmail ▾

State

1-1 Enabled

2-2 Enabled

3-3 Enabled

4-4 Enabled

5-5 Enabled

6-6 Enabled

7-7 Enabled

8-8 Enabled

9-9 Enabled

10-10 Enabled

11-11 Enabled

12-12 Enabled

13-13 Enabled

14-14 Enabled

15-15 Enabled

16-16 Enabled

17-17 Enabled

18-18 Enabled

19-19 Enabled

20-20 Enabled

21-21 Enabled

22-22 Enabled

23-23 Enabled

24-24 Enabled

Phone Type

1-1 Caller ID

2-2 Basic

3-3 Basic

4-4 Caller ID

5-5 Basic

6-6 Basic

7-7 Basic

8-8 Basic

9-9 Basic

10-10 Basic

11-11 Basic

12-12 Basic

13-13 Basic

14-14 Basic

15-15 Basic

16-16 Basic

17-17 Basic

18-18 Basic

19-19 Basic

20-20 Basic

21-21 Basic

22-22 Basic

23-23 Basic

24-24 Basic

MWI Type

1-1 Stutter

2-2 Stutter

3-3 Lamp

4-4 Stutter

5-5 Stutter

6-6 Stutter

7-7 Lamp

8-8 Stutter

9-9 Stutter

10-10 Stutter

11-11 Stutter

12-12 Stutter

13-13 Stutter

14-14 Stutter

15-15 Stutter

16-16 Stutter

17-17 Stutter

18-18 Stutter

19-19 Stutter

20-20 Stutter

21-21 Stutter

22-22 Stutter

23-23 Stutter

24-24 Stutter

Operation Mode

1-1 Station

2-2 Station

3-3 Station

4-4 Vmail

5-5 Station

6-6 Station

7-7 Station

8-8 Station

9-9 Station

10-10 Station

11-11 Station

12-12 Station

13-13 Station

14-14 No Config

15-15 Station

16-16 Vmail

17-17 Station

18-18 Station

19-19 Station

20-20 Station

21-21 Station

22-22 Station

23-23 Station

24-24 Station

Restore

Apply

Done

Help

FIG. 16C

Analog Trunk Configuration

Card/Module: ▼

Port Parameters

Signaling

▼

Trunk Group

▼

Port Settings

Enabled

Signaling

Trunk Group

☐ Courtesy Reset

384

FIG. 16D

Frame Relay Configuration

Virtual Port: ▼ ☐ Removed

Port Settings

Name:

DLCI (16-991) ▲▼

LMI Mode: ▼

LMI Type: ▼

Encapsulation: ▼

386

FIG. 16E

Network Settings

Host Name: pbxlab04

Domain Name: vertical.com

Network Interface: [1] Resource Switch Card: 10BT Ethernet ▼

IP Address DNS WINS

Windows Internet Name Services (WINS)

Primary WINS Server: 192.168.1.2

Secondary WINS Server:

☐ Enable DNS for Windows Resolution

Scope ID:

Restore Apply Done Help

388

FIG. 16F

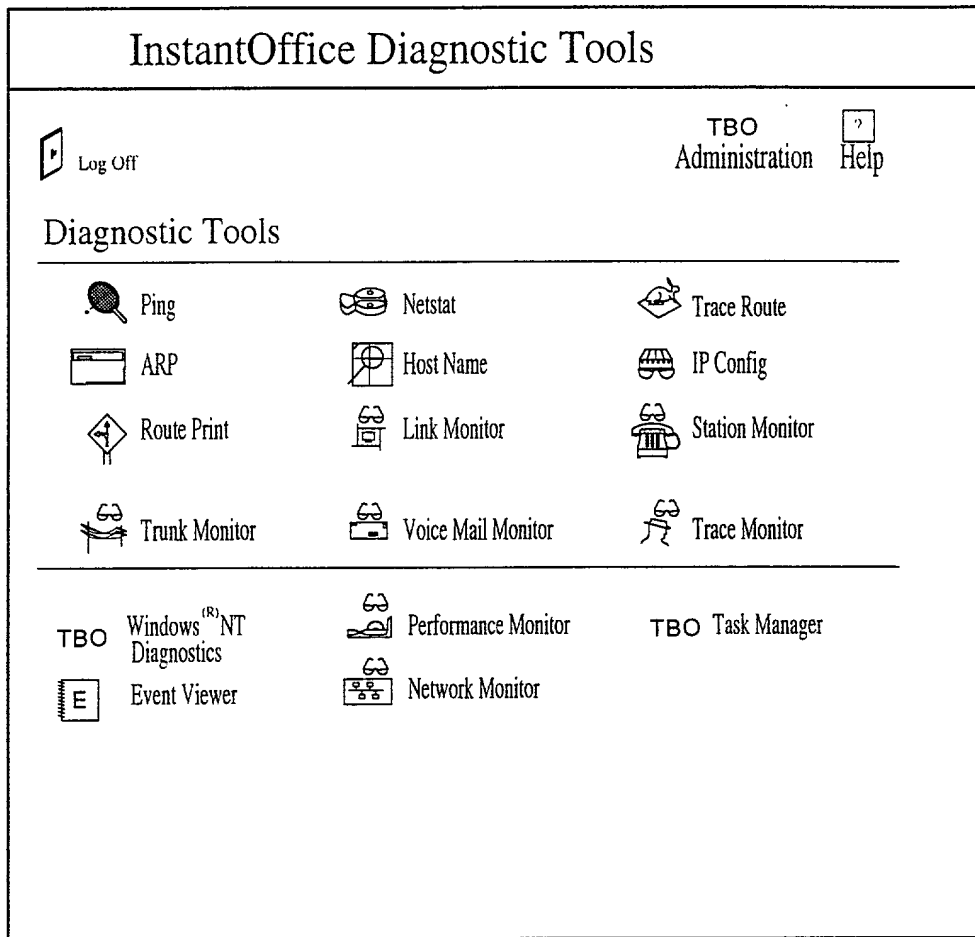


FIG. 17A

Link Monitor

☐ Use Periodic Polling
 ☒ Refresh on Demand

Polling Intervals (in secs):

Refresh

| Slot | Board | Port | Admin | Auto Partition | Link |
|------|----------------------|------|---------|----------------|---------|
| 7 | Ethernet Hub Card | 15 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 16 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 17 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 18 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 19 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 20 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 21 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 22 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 23 | Enabled | No | No Link |
| 7 | Ethernet Hub Card | 24 | Enabled | No | No Link |
| 5 | Resource Switch C... | 1 | Enabled | No | No Link |
| 5 | Resource Switch C... | 2 | Enabled | No | No Link |
| 5 | Resource Switch C... | 3 | Enabled | No | Link |
| 5 | Resource Switch C... | 4 | Enabled | No | No Link |
| 5 | Resource Switch C... | 5 | Enabled | No | No Link |
| 5 | Resource Switch C... | 6 | Enabled | No | No Link |
| 5 | Resource Switch C... | 7 | Enabled | No | No Link |
| 5 | Resource Switch C... | 8 | Enabled | No | No Link |
| 5 | Resource Switch C... | 9 | Enabled | No | No Link |
| 5 | Resource Switch C... | 10 | Enabled | No | No Link |
| 5 | Resource Switch C... | 11 | Enabled | No | No Link |
| 5 | Resource Switch C... | 12 | Enabled | No | No Link |

Done

Help

FIG. 17C

[illegible]

FIG. 17D

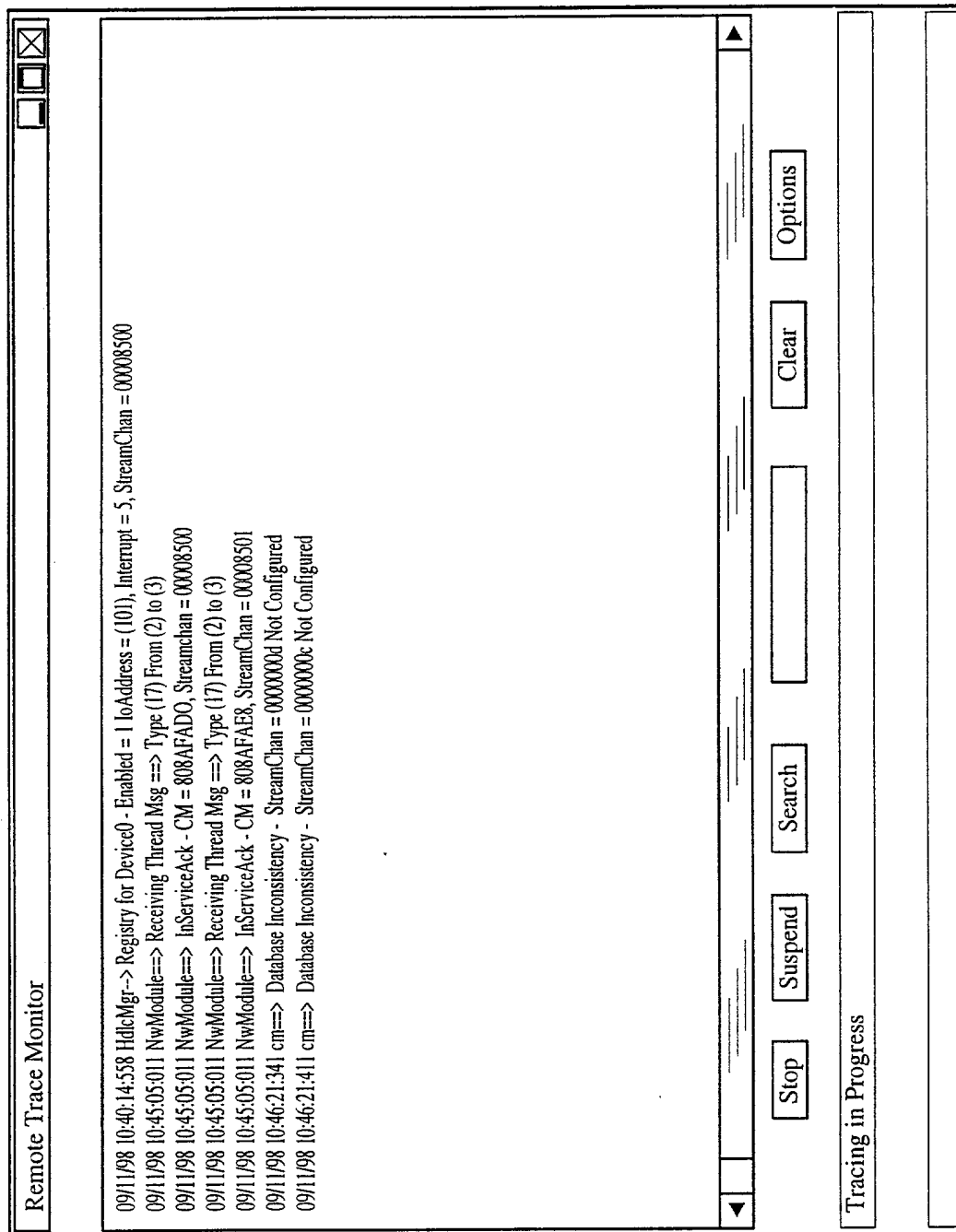
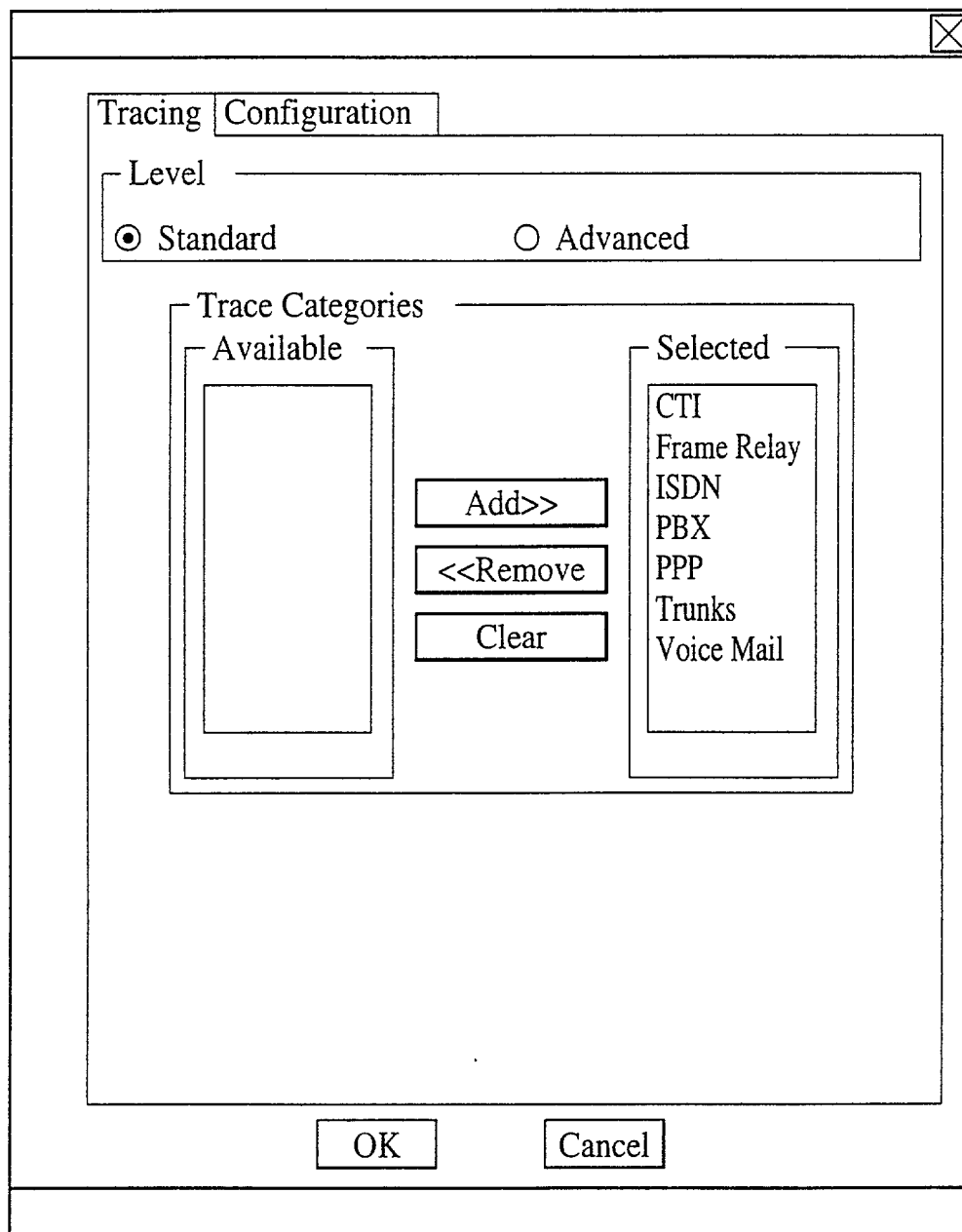


FIG. 17E



397 →

FIG. 17F

Tracing Configuration

Level

☐ Standard ☒ Advanced

Available Categories and Filters

Component

AAServer
CDataRep
CTICS
Connection Manager
DSP Manager

Trace Filters

Server

Add Remove Clear

Selected Categories and Filters

OK Cancel

398

FIG. 17G

Tracing Configuration

Mode

☒ Real-Time

☐ File

Number of Entries Displayed

500 1000 1500 2000 2500

Poll Interval in Seconds

0 1 2 3 4 5

File Search Parameters

Start Time

YYYY MM DD HH MM SS

1998 01 01 12 00 00

End Time

YYYY MM DD HH MM SS

2001 12 31 23 59 59

OK Cancel

399

FIG. 17H

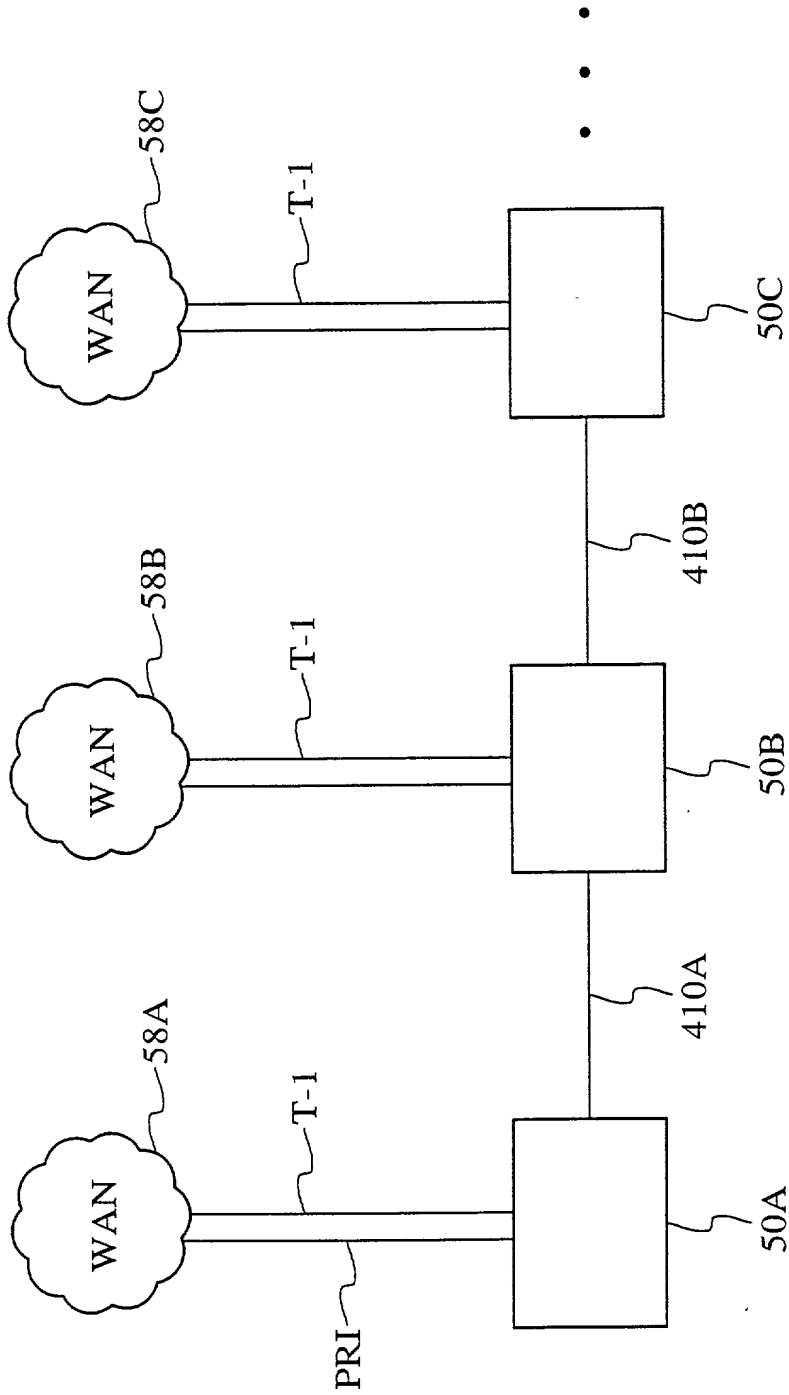


FIG. 18

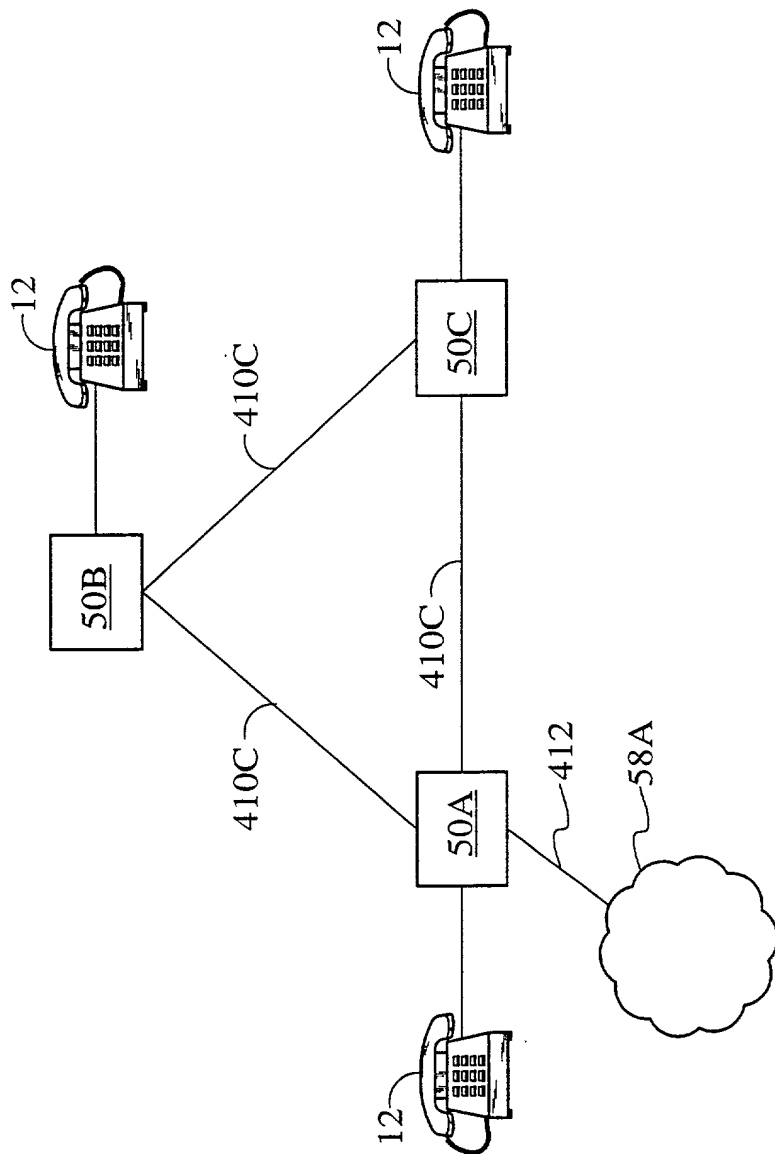


FIG. 19

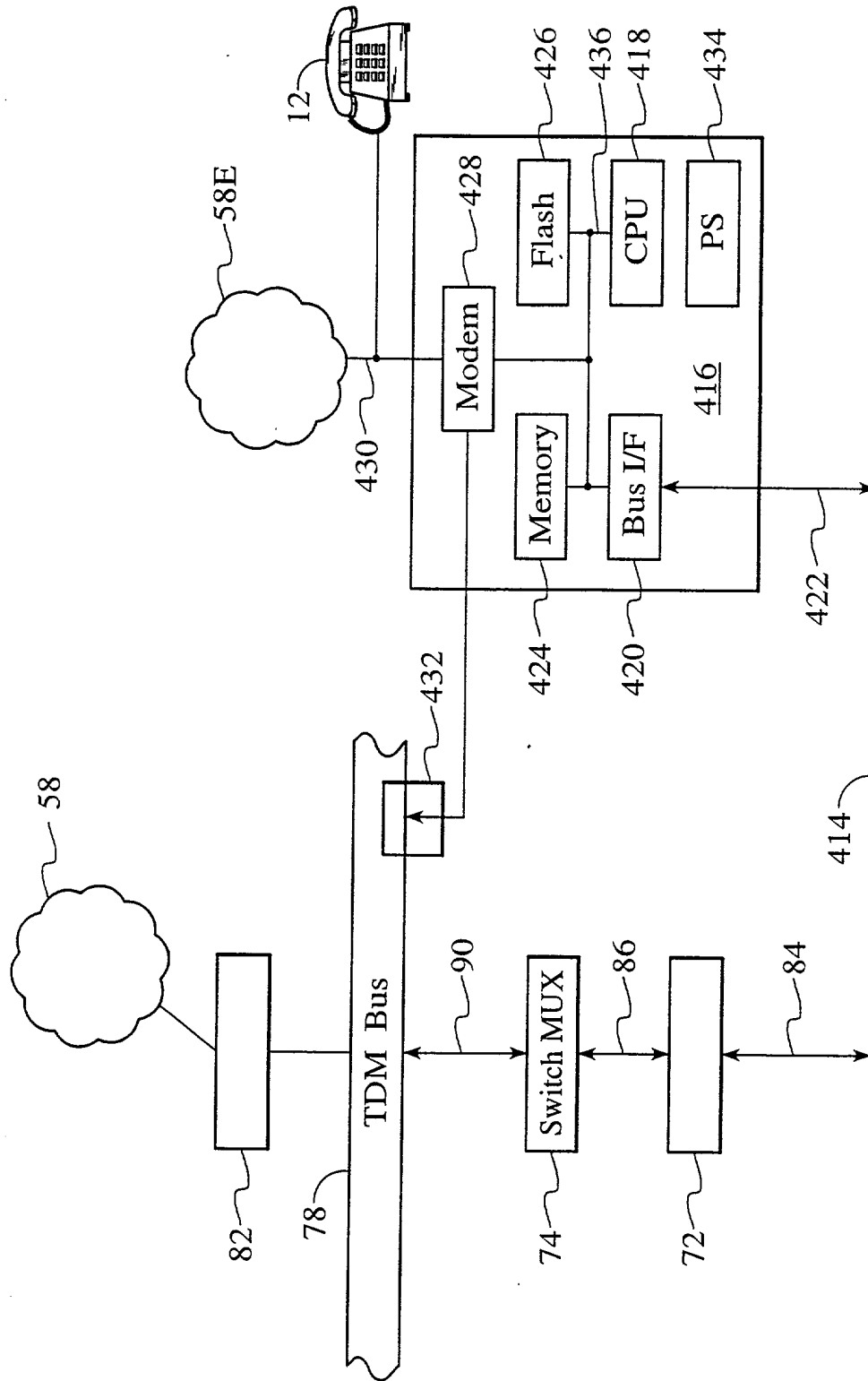


FIG. 20

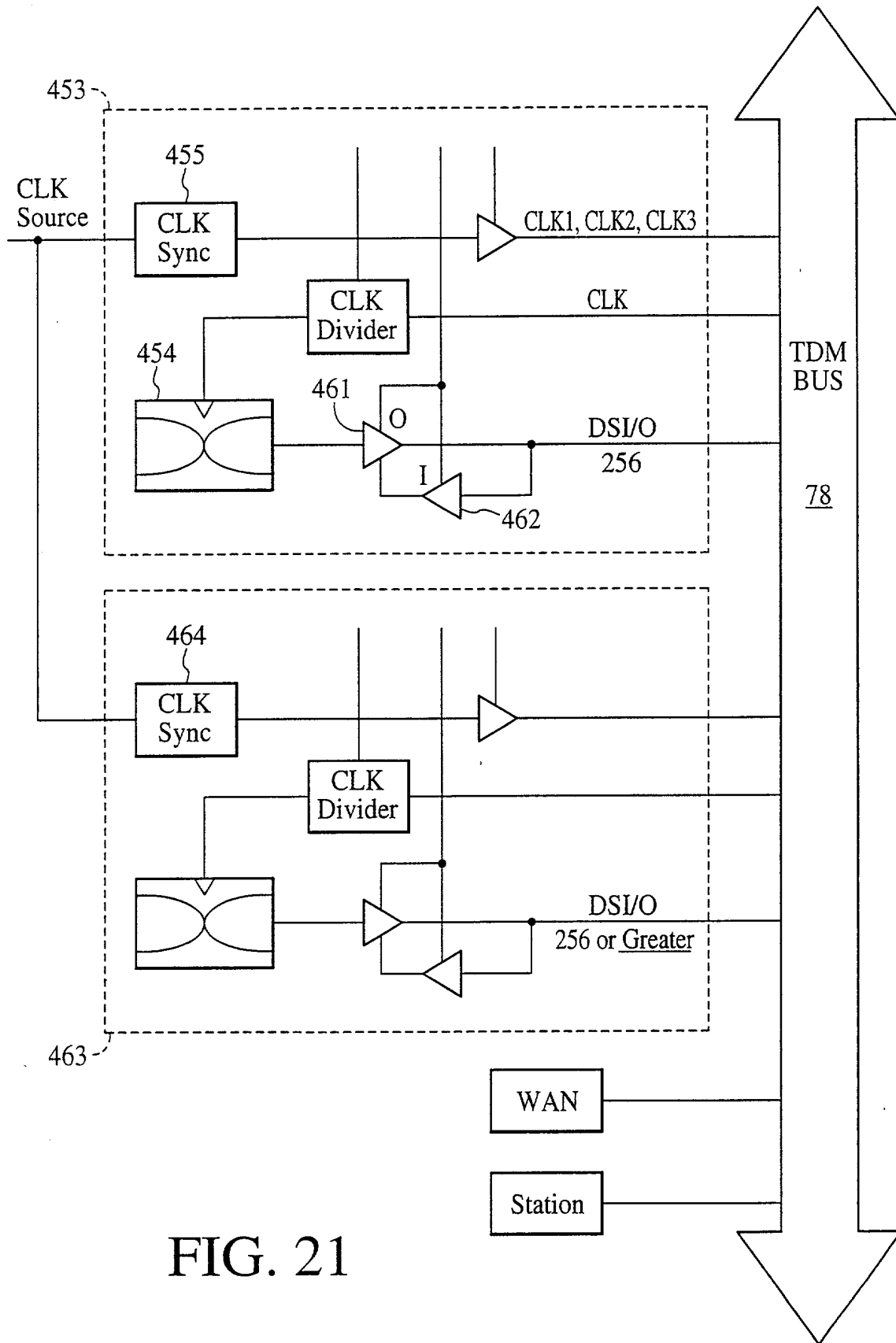


FIG. 21

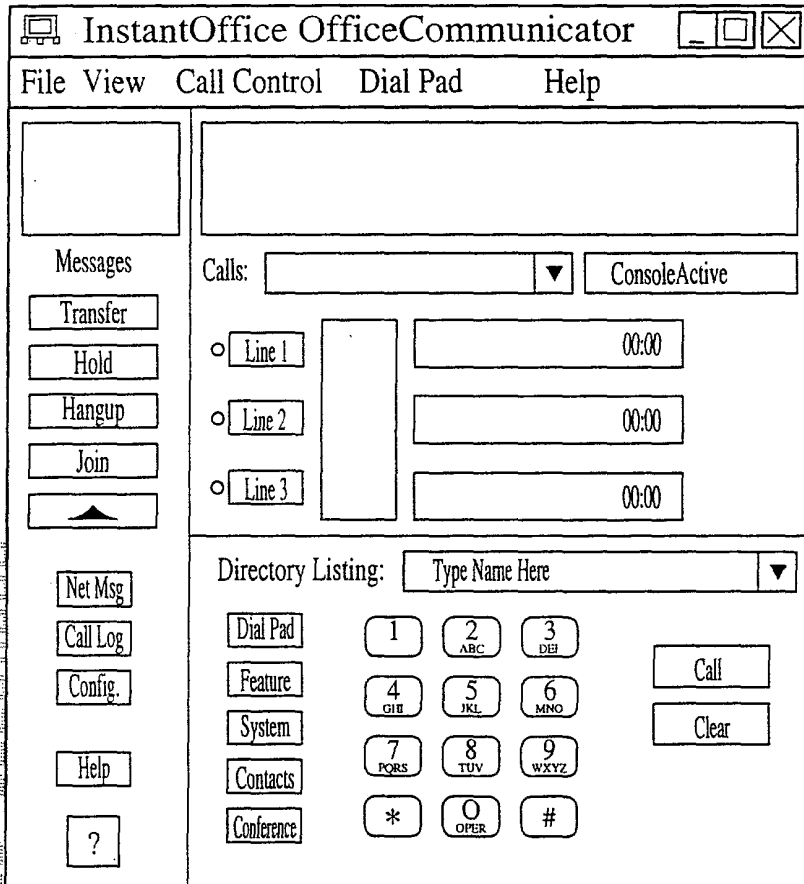


FIG. 22

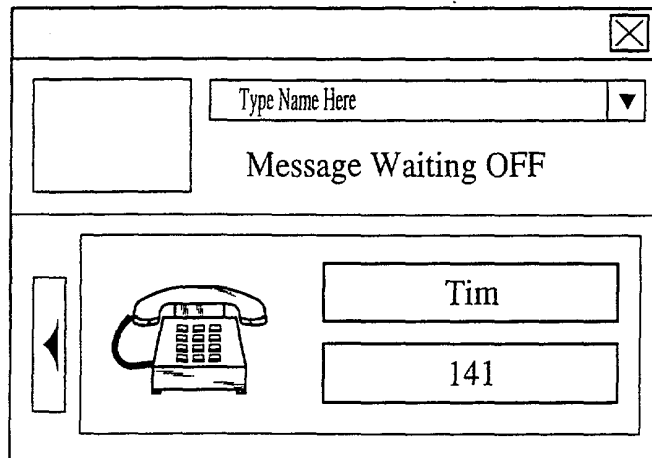


FIG. 23

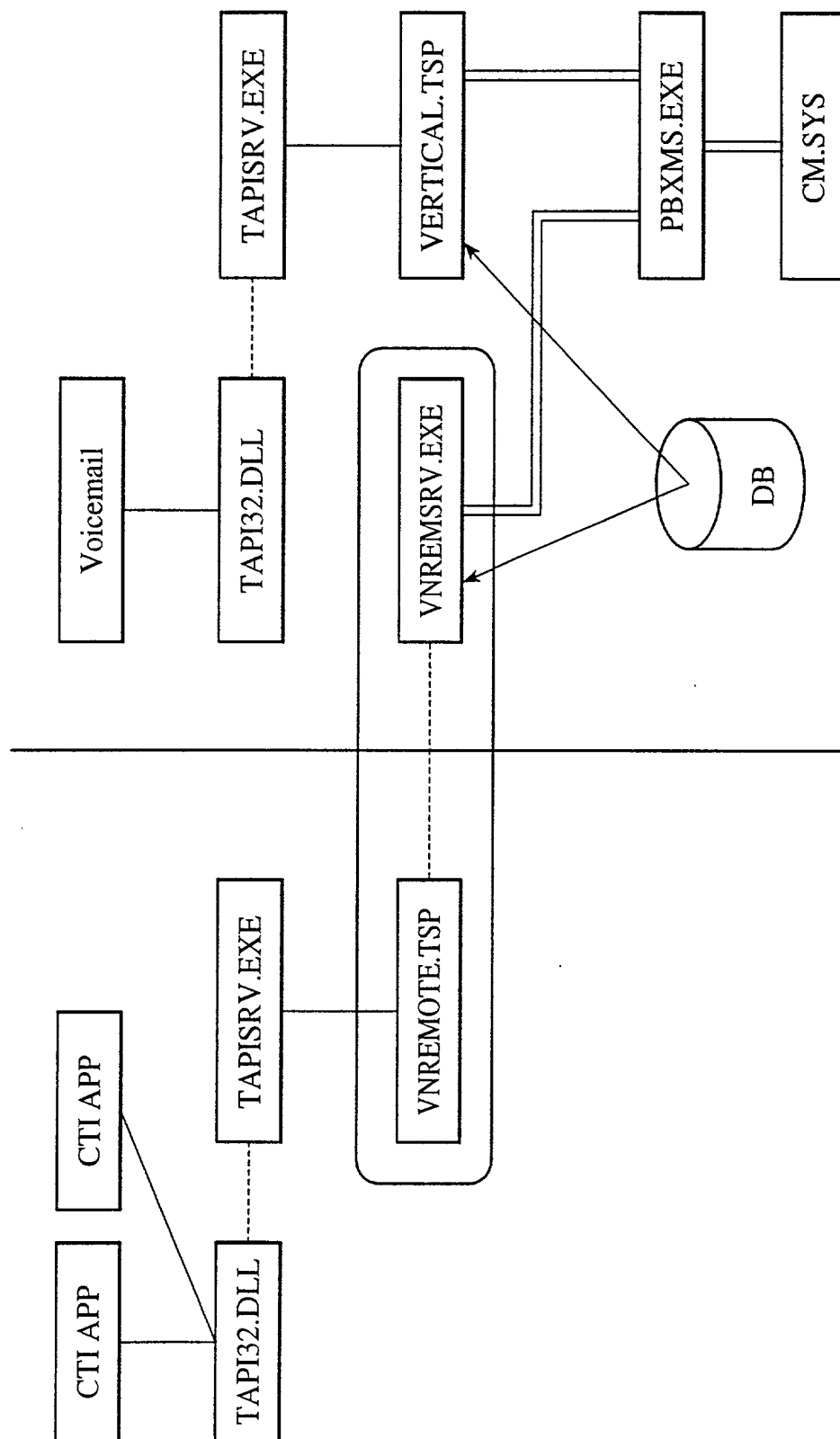


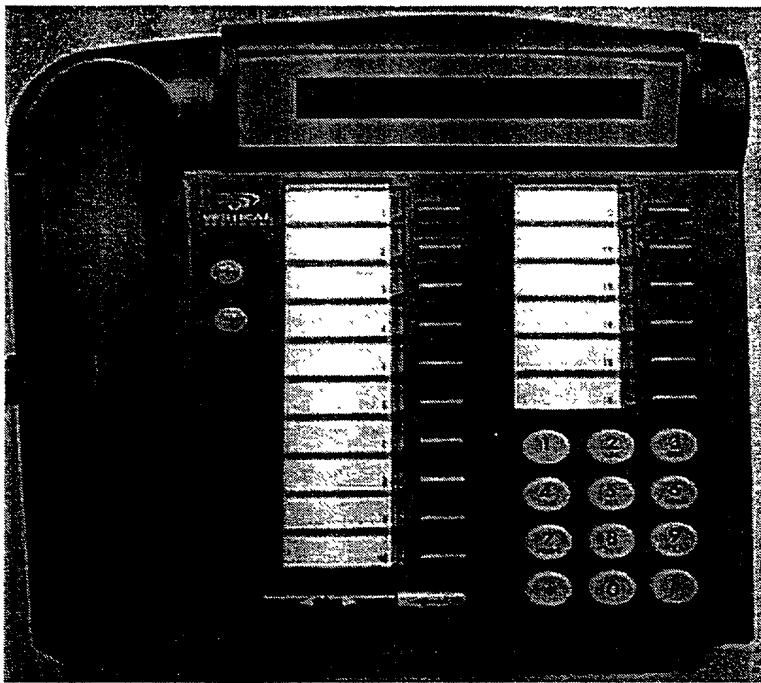
FIG. 24



FIG. 25



FIG. 26



470

FIG. 27



472

FIG. 28

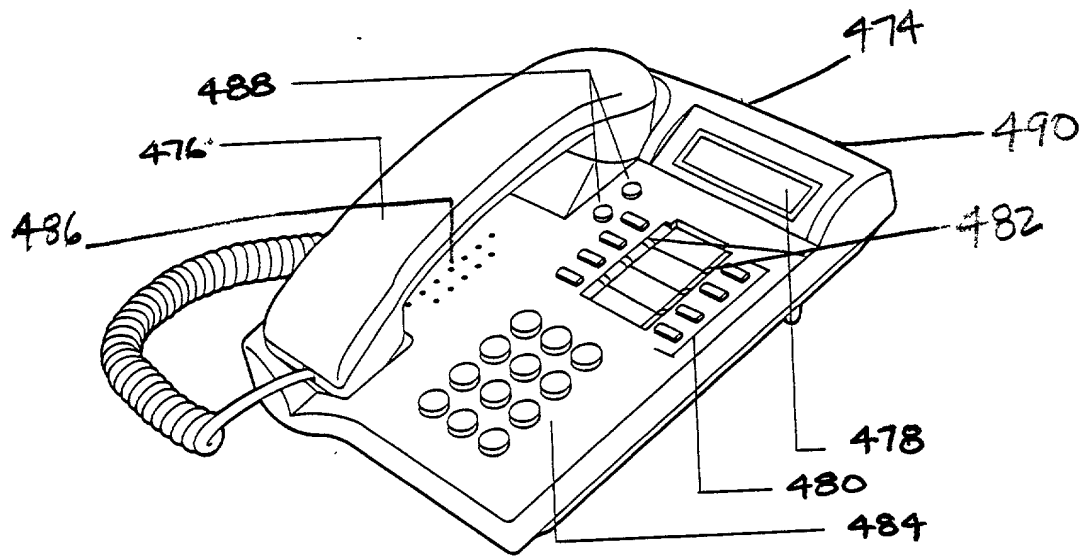


FIG. 29

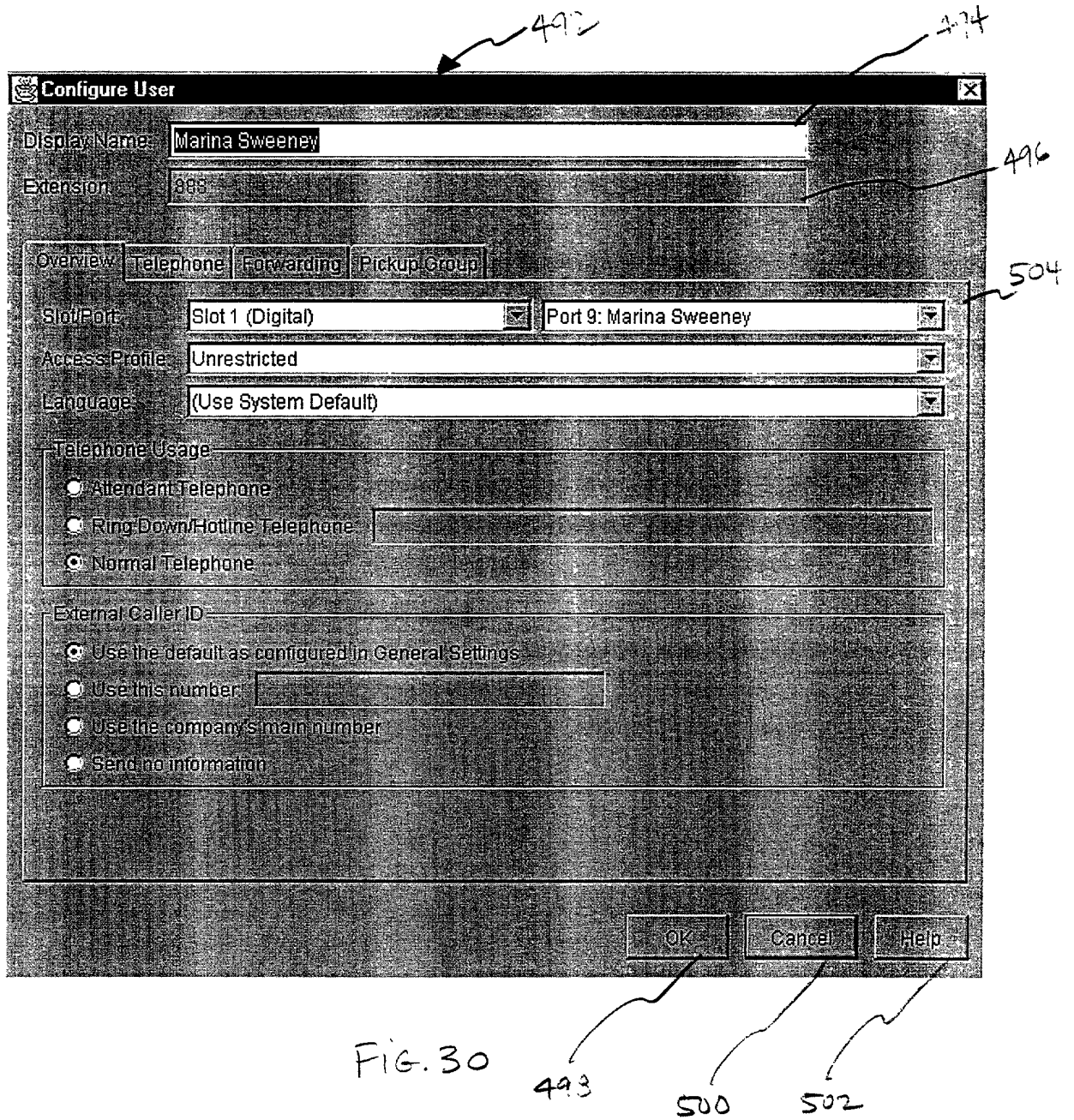


FIG. 30

Configure User

Display Name:

Extension:

Overview Telephone Forwarding Pickup Group

Select the telephone type from the list of supported telephone types below. The available choices may be limited by the hardware of the SlotPort you have selected on the Overview tab.

Would you like to enable the telephone set?

☒ Yes

☐ No

Select the template from the list below. The available choices are determined by the telephone type you have selected above. For digital telephones, the "Customize..." button allows you to modify the programmable button settings on the telephone.

Features

☐ Do Not Disturb

☒ Call Waiting

FIG. 31

498

500

502

506

508

510

512

516

514

Configure User

Display Name: Marina Sweeney

Extension: 888

Overview Telephone Forwarding Pickup Group

Select the telephone type from the list of supported telephone types below. The available choices may be limited by the hardware of the Slot Port you have selected on the Overview tab.

Vertical Networks VN16DDS

Would you like to enable the telephone set?

☐ Yes

☒ No

Select the template from the list below. The available choices are determined by the telephone type you have selected above. For digital telephones, the "Customize..." button allows you to modify the programmable button settings on the telephone.

Featured

Basic

DSS/BLF

Featured

Retail

Retail 2

Secretarial

Secretarial 2

(None)

Customize...

OK Cancel Help

512

Fig 32

9266450-050401



FIG. 33

518

| Table 1. Demographic characteristics of the study population | |
|--------------------------------------------------------------|-------------|
| Age (years) | Mean (SD) |
| Male | 55.2 (10.5) |
| Female | 56.8 (11.2) |
| Marital status | |
| Married | 78.5% |
| Single | 21.5% |
| Divorced | 0.5% |
| Widowed | 0.5% |
| Education (years) | Mean (SD) |
| Male | 12.5 (2.5) |
| Female | 12.8 (2.8) |
| Occupation | |
| Professional | 35.2% |
| Managerial | 25.8% |
| Technical | 15.5% |
| Service | 10.5% |
| Unemployed | 12.5% |
| Retired | 0.5% |
| Health status | |
| Good | 65.5% |
| Fair | 25.5% |
| Poor | 9.0% |
| Smoking status | |
| Smoker | 35.5% |
| Non-smoker | 64.5% |
| Alcohol consumption | |
| Regular | 15.5% |
| Occasional | 25.5% |
| Never | 59.0% |
| Family size | Mean (SD) |
| Male | 3.5 (1.5) |
| Female | 3.8 (1.8) |
| Income (USD/month) | Mean (SD) |
| Male | 1200 (300) |
| Female | 1150 (280) |
| Health insurance | |
| Yes | 95.5% |
| No | 4.5% |
| Comorbidities | |
| Hypertension | 45.5% |
| Diabetes | 25.5% |
| Cholesterol | 35.5% |
| Obesity | 15.5% |
| Depression | 10.5% |
| Anxiety | 8.5% |
| Other | 5.5% |

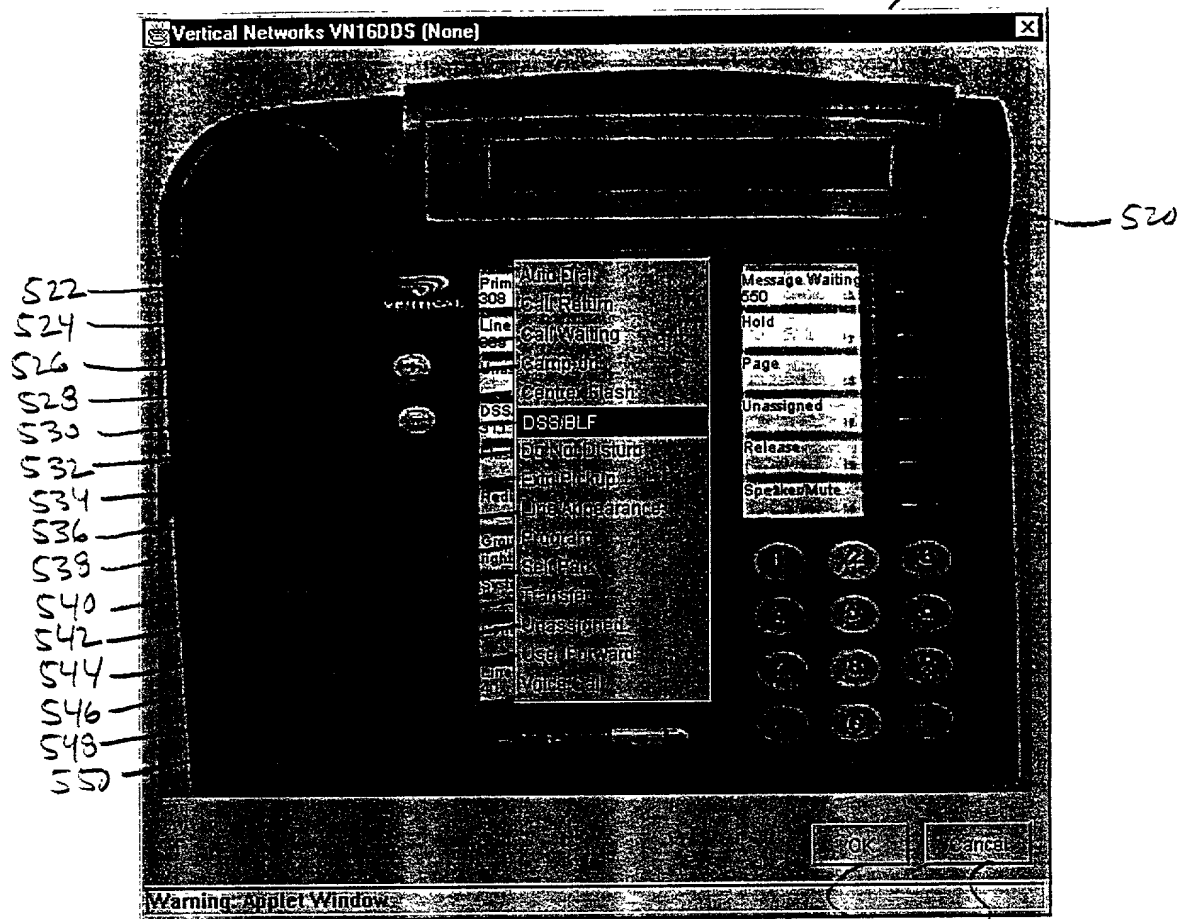


Fig. 34

552 554

FIG. 35

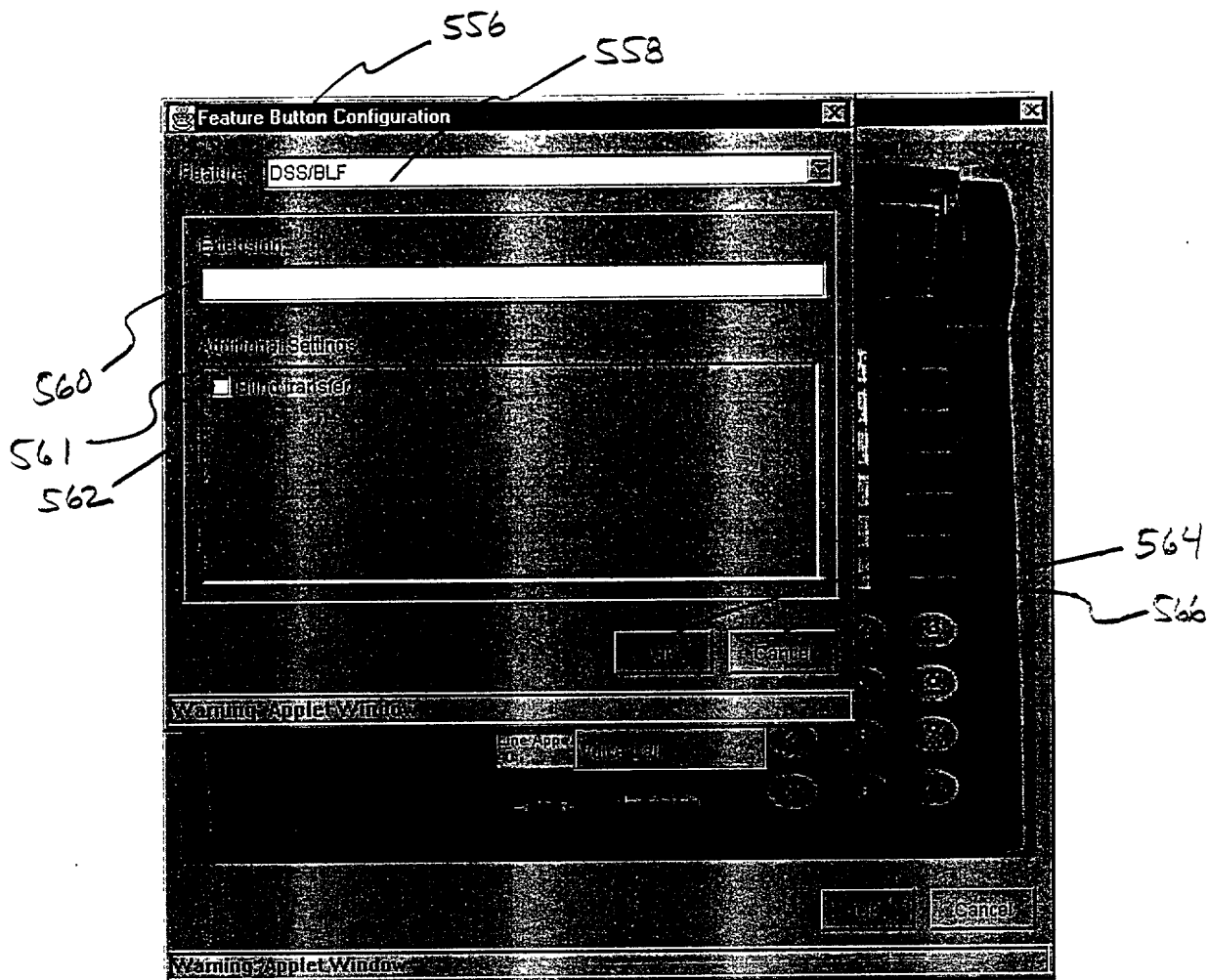


FIG. 35

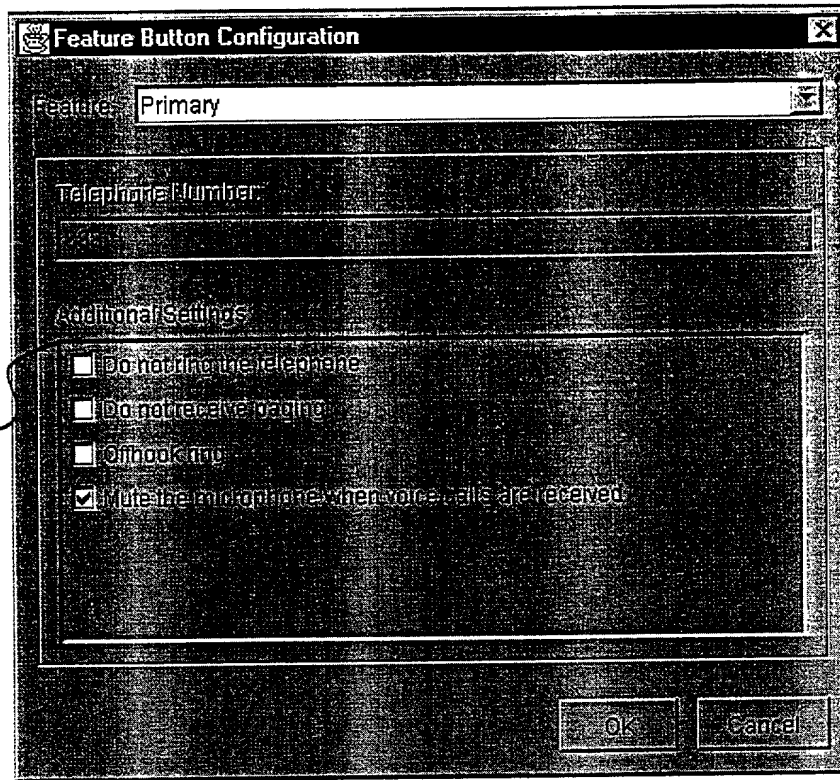


FIG. 36

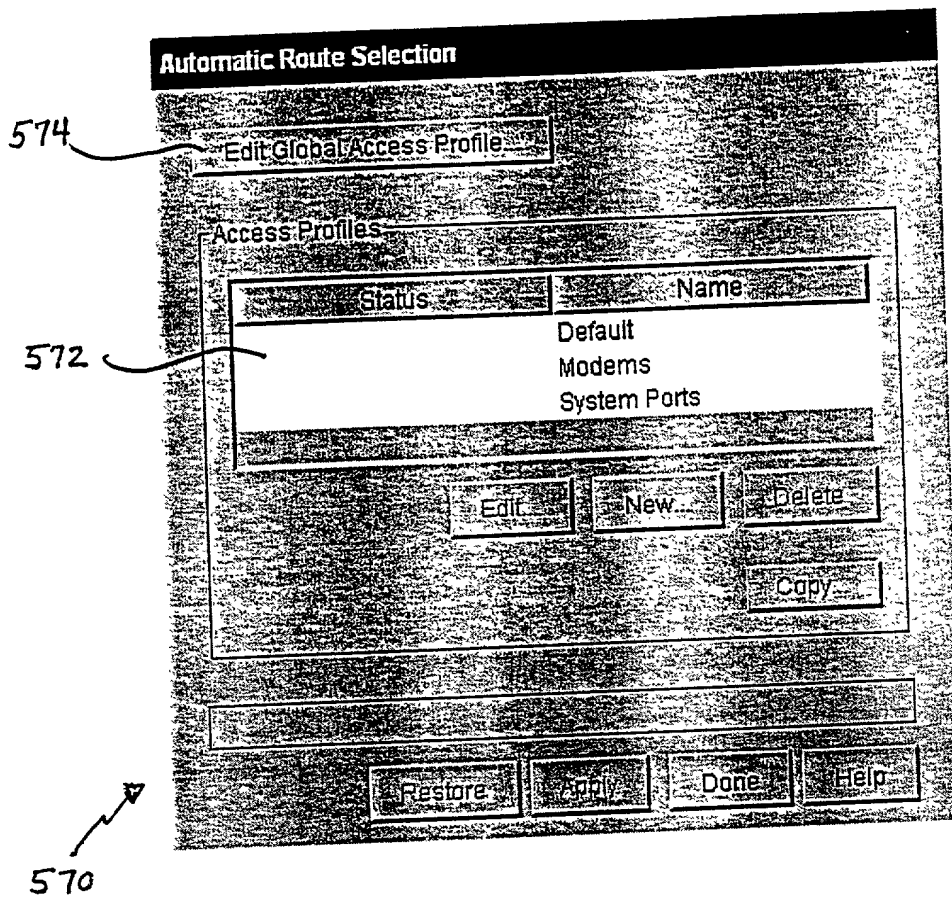


FIG. 37

Global Access Profile

Area Code Table | Off-Premise Extension Table | Special Digits Table

| Initial Digits | Routing Table | Intercept Target |
|----------------|---------------------|------------------|
| 911 | Route 2 | |
| 5853204 | Intercepted --> | 550 |
| | Intercepted --> | |
| | *Blocked* | |
| | Route 2 | |
| | Route 1 | |
| | (New Routing Table) | |

Edit Routing Table New Defers

OK Cancel

Fig. 38A

09849336-050401

Access Profile [X]

Name:

Area Code Table | Previous | Trunk Group | Access Codes

| Area Code | Trunk Code Range | Routing Table |
|-----------|------------------|---------------------|
| 212 | Default | Local Calls |
| 408 | Default | Acme West |
| Default | Default | *Blocked* |
| | | *Blocked* |
| | | Acme West |
| | | 3xx Offpremise |
| | | Modems Route |
| | | Local Calls |
| | | (New Routing Table) |

[Edit Routing Table] [NEW] [DELETE]

[OK] [Cancel]

Warning: Applet Window

FIG. 38B

Global Access Profile

Area Code Table Off-Premise Extension Table Special Digits Table

| Extension Range | Routing Table |
|-----------------|----------------|
| 300 - 399 | 3xx Offpremise |

Edit Routing Table New Delete

OK Cancel

Warning: Applet Window

FIG. 38c

Access Profile [X]

Name:

Area Code Table | Privileges | Trunk Group Access Codes

| Area Code | Office Code Range | Routing Table |
|-----------|-------------------|---------------|
| 212 | Default | Local Calls |
| 408 | Default | Acme West |
| Default | Default | *Blocked* |

Warning: Applet Window

FIG. 39A

Access Profile [X]

Name:

Area Code Table | Privileges | Trunk Group | Access Codes

International (011) Routing Table:

Carrier Access Code Destination:

Warning: Applet Window

Fig. 398

FOI b7D b7C b7E b7F

Access Profile [X]

Name:

Area Code Table | **Privileges** | Trunk Group Access Codes

| Access Code | Permission Allowed |
|-------------|-------------------------------------|
| 83 | <input checked="" type="checkbox"/> |
| 80 | <input checked="" type="checkbox"/> |
| 82 | <input checked="" type="checkbox"/> |
| 84 | <input checked="" type="checkbox"/> |
| 81 | <input type="checkbox"/> |

OK Cancel

Warning: Applet Window

F16.39c

Routing Table

Name: Local Calls

| Step | Strip First n Digits | Keep Last n Digits | Prepend Digits | Postpend Digits | Destination | Service Code |
|------|-------------------------|-----------------------|-------------------|--------------------|-----------------|-----------------|
| 1 | | 3 | | | T1 Interface... | Default |
| 2 | 0 | | | | T1 Interface... | Custom |
| 3 | 0 | | 9 | | Voice An... | N/A |
| | | | | | Testing | |
| | | | | | T1 Interface 1 | |
| | | | | | T1 Interface 2 | |
| | | | | | Modems | |
| | | | | | DID Digital | |
| | | | | | DID Analog | |
| | | | | | Voice Digital | |
| | | | | | Voice Analog | |

New

Delete

Up

Down

OK

Cancel

Warning: Applet Window

FIG. 40

First Digit Table

First Digits: Local Area Codes

Digit Type: External

Additional Settings

☐ One-Digit ☒ Two-Digit

| Access Code | Routing | Collect Digits | Dialtone |
|-------------|------------------|----------------|-------------------------------------|
| 80 | T1 Interface 1 | 3 | <input checked="" type="checkbox"/> |
| 81 | T1 Interface 2 | 5 | <input checked="" type="checkbox"/> |
| 82 | Voice Digital | 4 | <input checked="" type="checkbox"/> |
| 83 | Voice Analog | 24 | <input checked="" type="checkbox"/> |
| 84 | Outbound Routing | NANP | <input checked="" type="checkbox"/> |
| 85 | Testing | NANP | <input checked="" type="checkbox"/> |
| 86 | Not Configured | 5 | <input checked="" type="checkbox"/> |
| 87 | Not Configured | 6 | <input checked="" type="checkbox"/> |
| 88 | Not Configured | 7 | <input checked="" type="checkbox"/> |
| 89 | Not Configured | 8 | <input checked="" type="checkbox"/> |
| | | 9 | |
| | | 10 | |
| | | 11 | |
| | | 12 | |

Restore Apply Done Help

FIG. 41

First Digit Table

First Digits: Local Area Codes

Local Area Codes

Add Remove

1212
212

Home Area Code: 212

Restore Apply Done Help

FIG. 42

| | | |
|---------------------|--------------------------|----------------|
| Voice Mail (Limits) | Voice Mail (Interaction) | Fault Monitor |
| System | PBX | PBX (Advanced) |

Audio

☒ Enable Music On Hold

☒ Enable Public Address

External Caller ID

Prefix Digits: 4082337xxx

Default External Caller ID Format (for calls initiated by stations):

☐ Company Name and Main Number

☒ Station Name and Prefix Digits - Extension Number

☐ None

Restore

Apply

Done

Help

FIG. 43A

Voice Trunk Group

Name:

Direction: ☐ In ☐ Out ☒ Both

Caller ID Format

☒ Send Internal Caller ID (as received in tandem calls)

☐ Send External Caller ID (as received in tandem calls)

☐ Send Company Main Number

☐ Do Not Send Caller ID

Hunt Type

☒ Linear ☐ Circular

Warning: Applet Window

FIG. 43b

Configure Station

Extension:200

Display Name:Station 200

Overview

Features

Forwarding

Pickup List

Card/PortSlot 1

Port 1: Station 200

Access ProfileDefault

LanguageEnglish (United States)

Attendant Phone

Ring Down/Hotline

Neither

External Caller ID

Use the default as configured in General Settings

User this number

Append extensions to the default DID pattern

Use the company's main number

Send no information

OK

Cancel

Warning: Applet Window

Fig. 43c

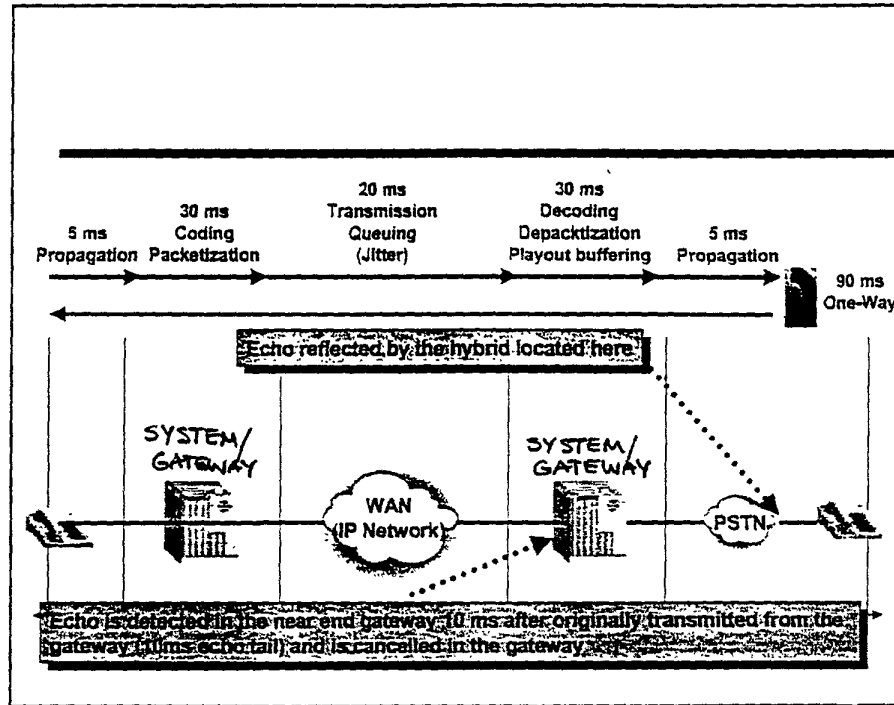


FIG. 44

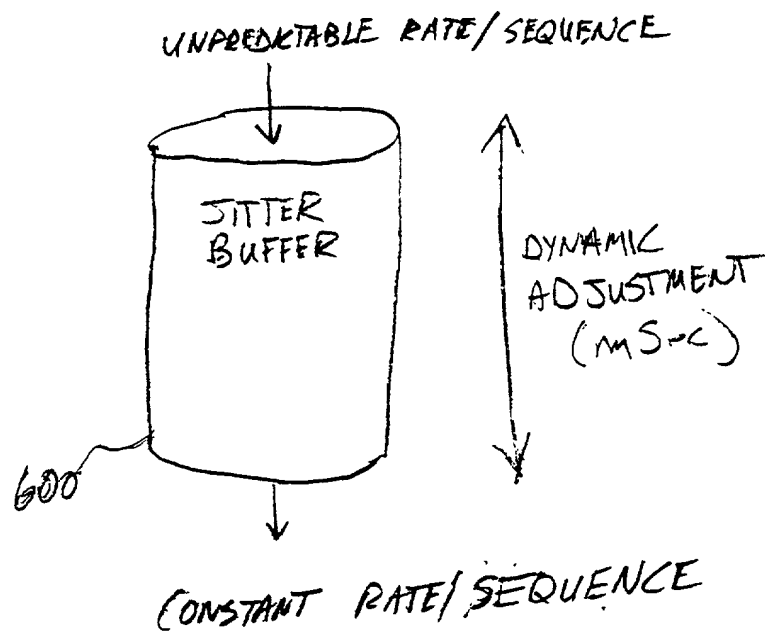


FIG. 45

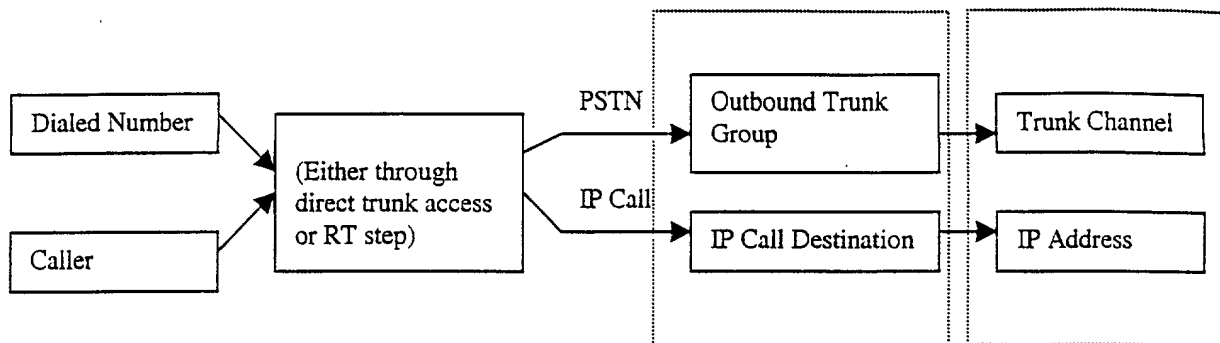


FIG. 46A

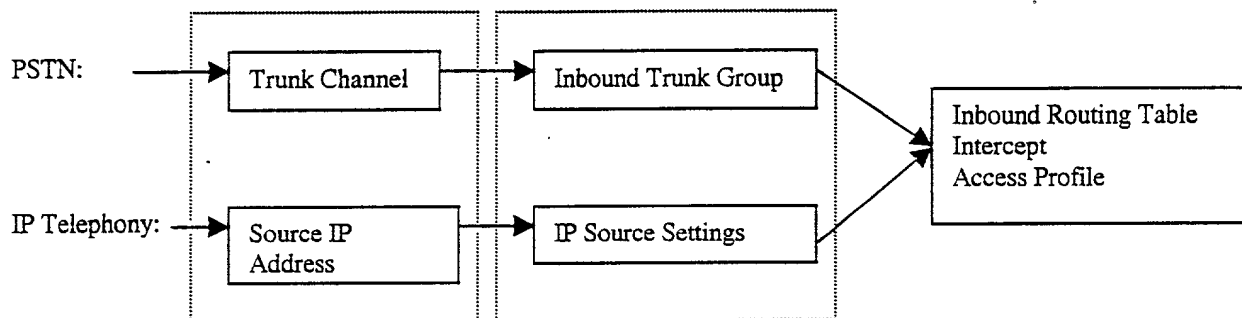


FIG. 46B

| Routing Table | | | | | | | | |
|------------------|----------------------|--------------------|----------------|-----------------|---------------|---------------|----|------|
| Name: To Mustang | | | | | | | | |
| Step | Strip First n Digits | Keep Last n Digits | Prepend Digits | Postpend Digits | Destination | ISDN Settings | Up | Down |
| 1 | 0 | | | | IP Mustang | N/A | | |
| 2 | 0 | | | | Voice Digital | N/A | | |
| 3 | 0 | | | | Voice Analog | N/A | | |

FIG. 46C

- Extension to extension (Uniform Dialing)
- Extension to external telephone (toll bypass)
- - External telephone to extension

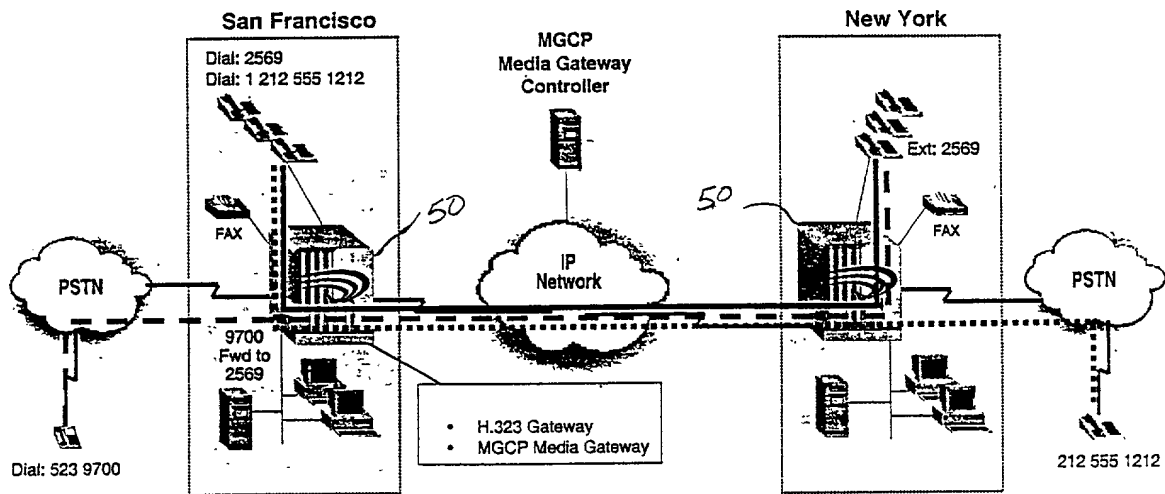


FIG. 47A

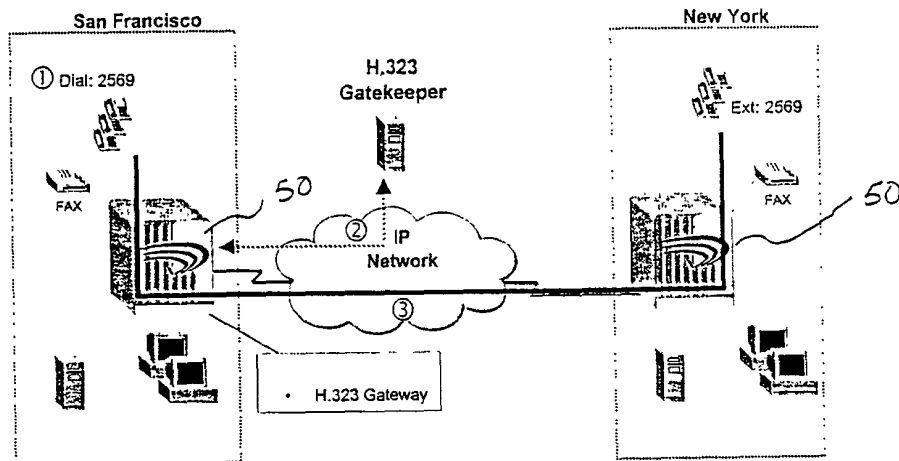


FIG. 47B

204050-92664660

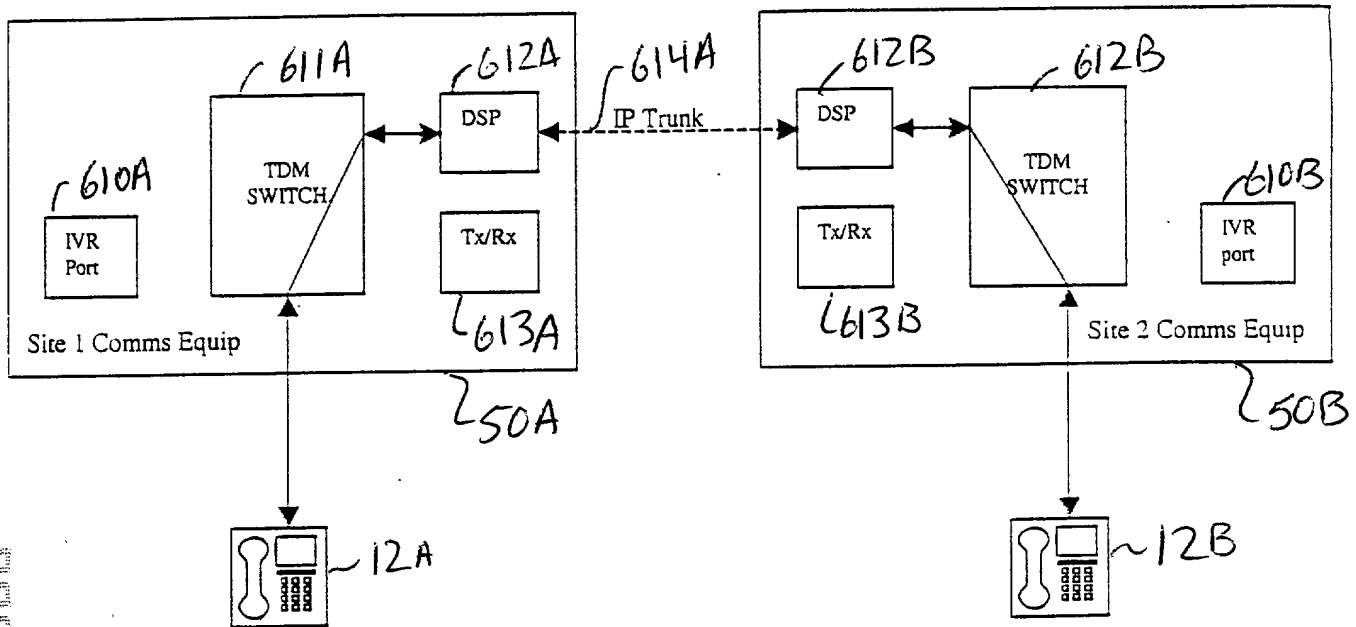


FIG. 48A

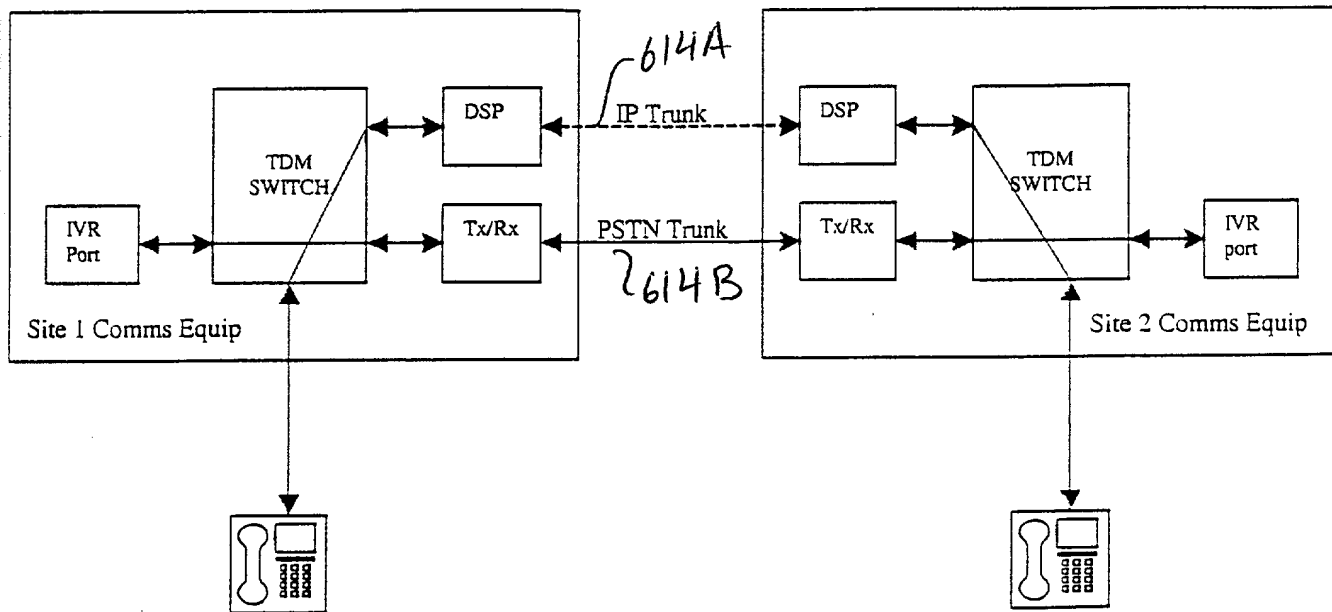


FIG. 48B

FIG. 48C

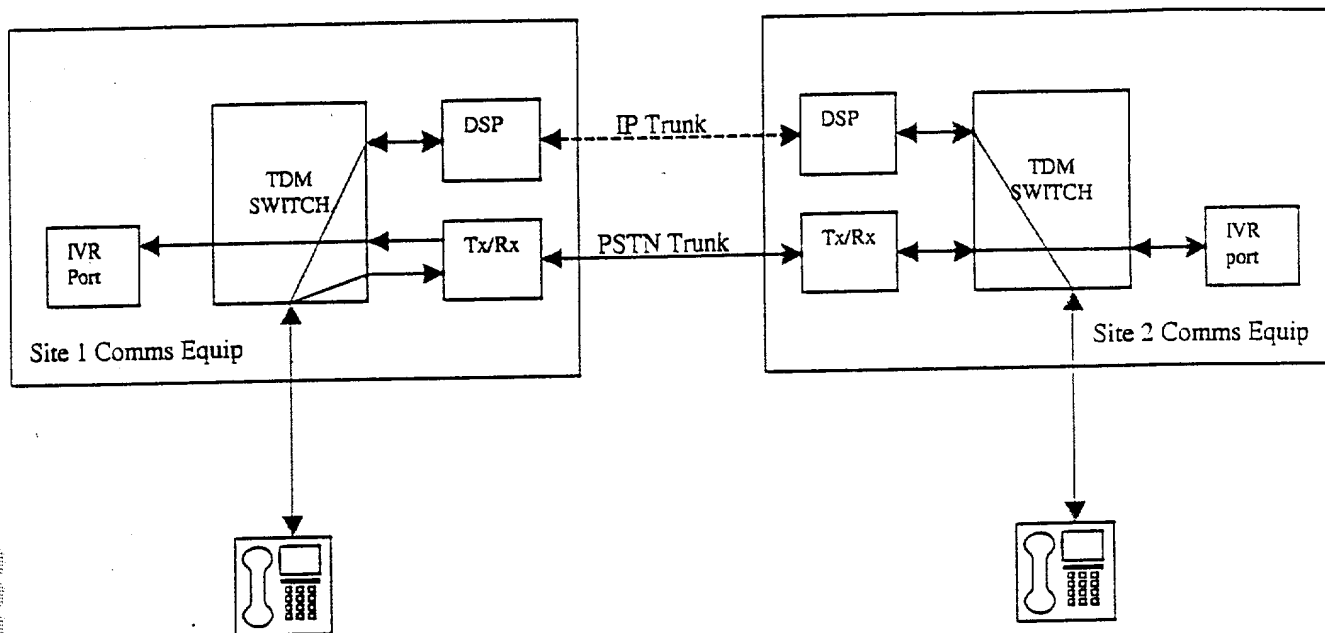


FIG. 48C

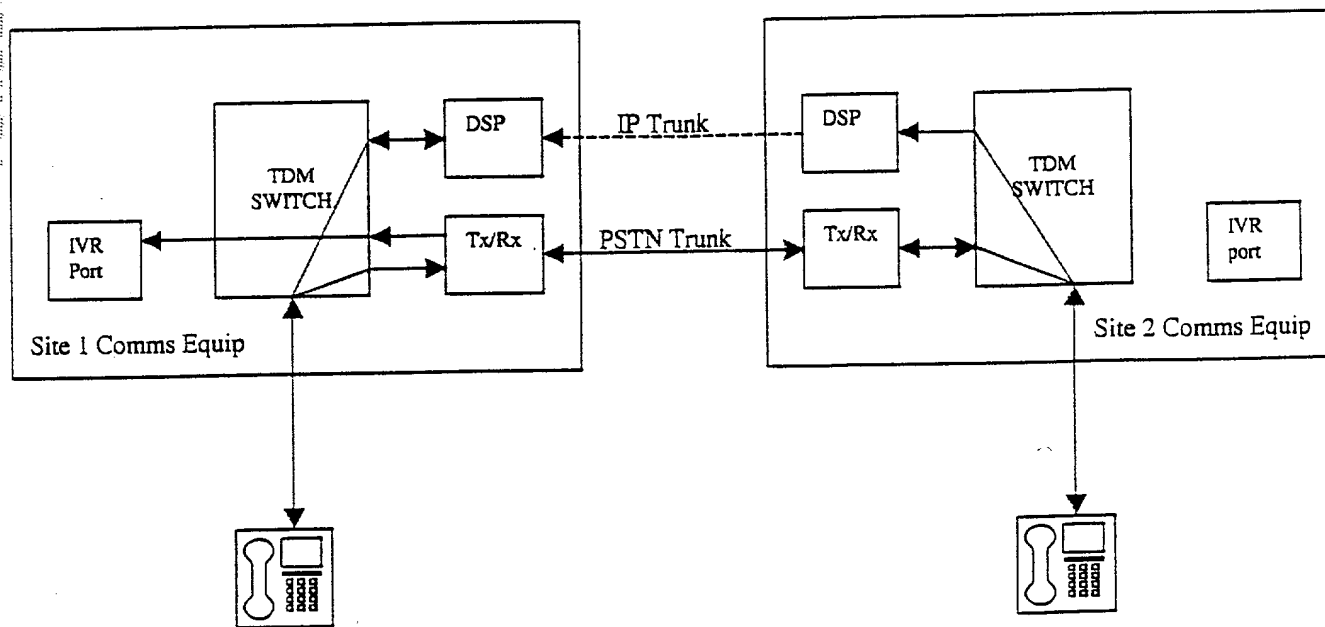


FIG. 48D

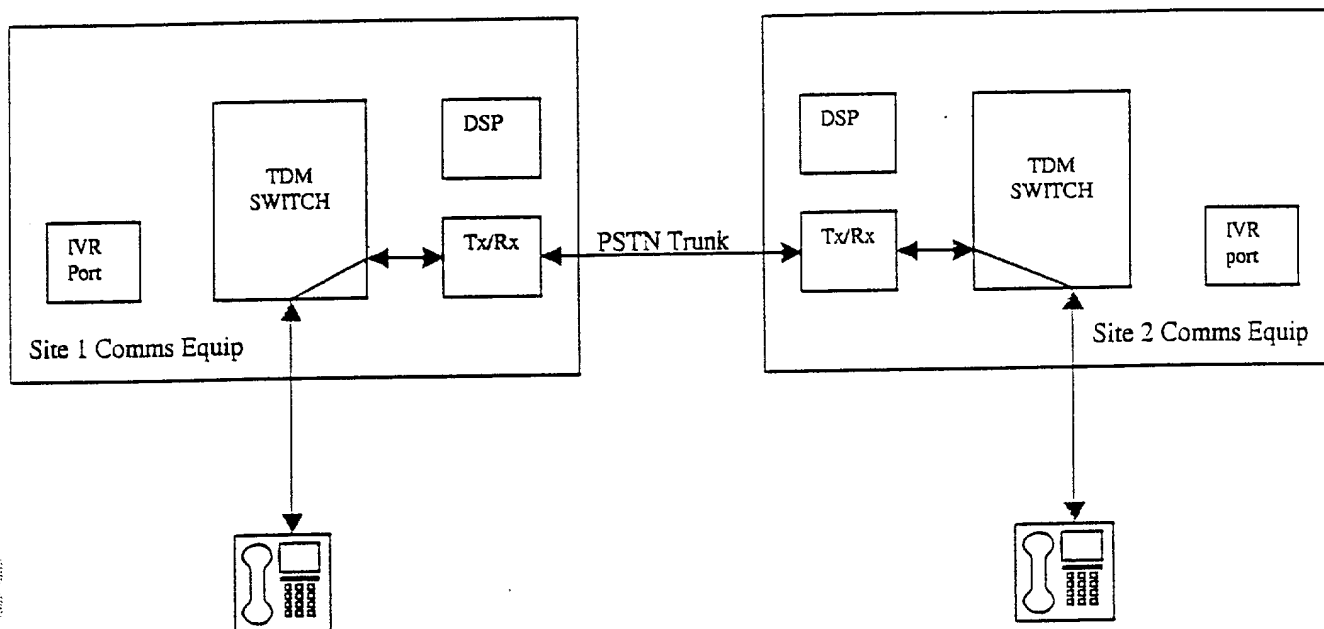
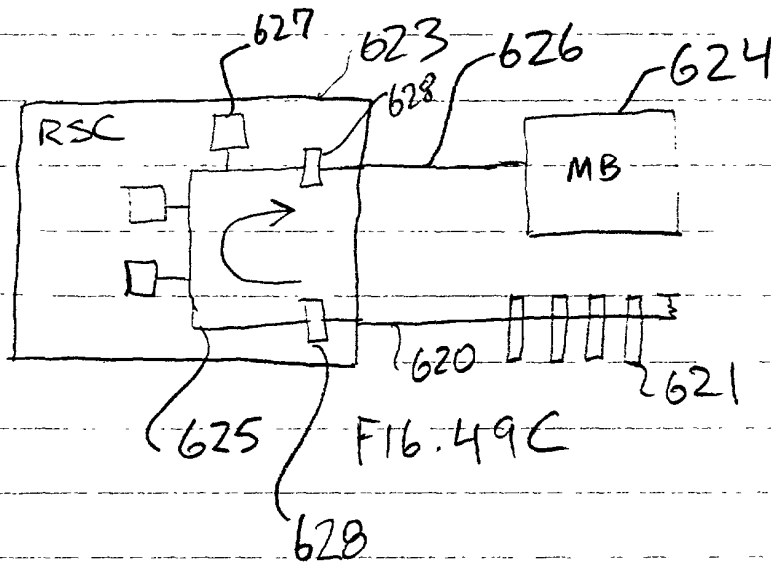
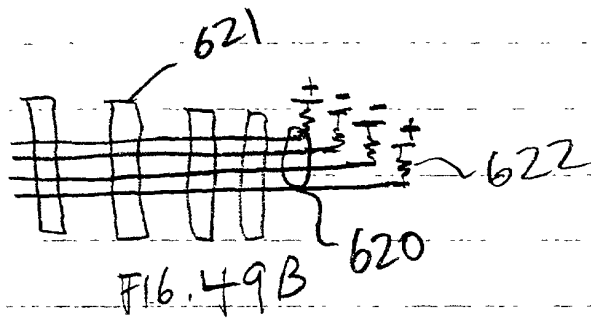


FIG. 48E



RTC

| |
|----------|
| header |
| type |
| checksum |
| XX |

FIG. 49A

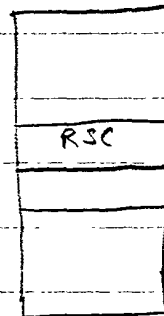


FIG. 49D